

(30) 71368

# EIC2100 COMMERCIAL DATABASE SEARCH REQUEST

☒ RUSH - SPE signature required: \_\_\_\_\_

Business Methods Case: 705/ 10 \_\_\_\_\_

Staff Use Only  
Access DB# 8889  
Log Number \_\_\_\_\_

Write in 705 subclass(es) to search required files for 705 cases or cases cross referenced in 705.

Requester's Full Name: Akiba Robinson-Boyce \_\_\_\_\_ Examiner #: 76190 Date: 3/12/03

Art Unit: 3623 Phone Number 305-1340 Serial Number: 09/464311

Bldg & Room #: CPK5/7B04 Results Format Preferred: PAPER ☒ DISK ☐ E-MAIL ☐

**If more than one search is submitted, please prioritize searches in order of need.**

**Provide the PALM Bib page or the following:**

Title of InventiCustomer Profiling apparatus for Conducting Customer Behavior Pattern Analysis, and Method for Comparing Customer Behavior Patterns \_\_\_\_\_

Inventors (provide full names: Qimeng Chen, Meichun Hsu, Umeshwar Dayal \_\_\_\_\_)

Earliest Priority Filing Date: 12/15/99

**Requested attachments:**

- If possible, provide the cover sheet, the IDS, examples, or relevant citations, authors, etc, if known.
- Please attach copies of the parts of this case that help explain or are most pertinent to this search. Examples are: abstract, background, summary, claim(s) [not all of the claims].

**The claimed or apparent novelty of the invention is:**

A telephone profiling apparatus for conducting customer telephone behavior pattern analysis on telephone call records including telephone call data

**This search should focus on:**

(Also include keywords or synonyms)

Profiling customer telephone behavior pattern analysis on telephone call records.  
Deriving similarity measures on the patterns extracted from the behavior profiles.  
On-line analytical process to carry out invention.

(See attached claim)

Claim 1

**STAFF USE ONLY**

Searcher: Bode Akintola

Searcher Phone #: 308 6150

Searcher Location: EIC 3600

Date Searcher Picked Up: 03-13-03

Date Completed: 3-13-03

Searcher Prep & Review Time: 6:00

Clerical Prep Time: \_\_\_\_\_

Online Time: 1:00

**Type of Search**

NA Sequence (#) \_\_\_\_\_

AA Sequence (#) \_\_\_\_\_

Structure (#) 2

Bibliographic \_\_\_\_\_

Litigation \_\_\_\_\_

Fulltext \_\_\_\_\_

Patent Family \_\_\_\_\_

Other \_\_\_\_\_

**vendors and cost where applicable**

STN \_\_\_\_\_

Dialog \$1,075.00

Questel/Orbit \_\_\_\_\_

Dr.Link \_\_\_\_\_

Lexis/Nexis \_\_\_\_\_

Sequence Systems \_\_\_\_\_

WWW/Internet ☒

Other (specify) \_\_\_\_\_

.....  
Special Instructions or Other Comments

Examiner Akiba:

Please find attached your search with Serial Number 09/464311.

Please let me know if you like for me to try a refocused search with a different strategy or additional terms.

Bode Akintola

Please take a few minutes to fill the attached Colored feedback form to the EIC.

(FILE 'HOME' ENTERED AT 10:17:14 ON 13 MAR 2003)

FILE 'USPAT2, EUROPATFULL, JAPIO, NLDB, PATOSEP, PATOSWO, INPADOC,  
INSPEC' ENTERED AT 10:18:44 ON 13 MAR 2003

L1 105 S (TELEPHON? (3W) (BEHVIO? OR PATTERN OR PROFILES))  
L2 83 S L1 AND (SIMILAR? OR SAME? OR IDENTICAL OR PATTERN)  
L3 0 S L2 AND ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)  
L4 0 S L1 AND ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)  
L5 2945 S ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)  
L6 4 S L5 AND (TELEPHON? (S) (BEHVIO? OR PATTERN OR PROFILES))

=>



**WEST****Freeform Search****Database:**

US Patents Full-Text Database  
US Pre-Grant Publication Full-Text Database  
JPO Abstracts Database  
EPO Abstracts Database  
Derwent World Patents Index  
IBM Technical Disclosure Bulletins

**Term:**

L11 and (telecommunications or telephon\$)

**Display:**  **Documents in Display Format:**  **Starting with Number** **Generate:** ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

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**Search History**

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**DATE:** Thursday, March 13, 2003 [Printable Copy](#) [Create Case](#)

**Set Name Query**  
side by side

**Hit Count Set Name**  
result set

*DB=USPT; PLUR=YES; OP=OR*

<u>L12</u>	L11 and (telecommunications or telephon\$)	13	<u>L12</u>
<u>L11</u>	13 and (olap or (online adj analytical adj processing))	19	<u>L11</u>
<u>L10</u>	19 and (olap or (analytical adj processing))	0	<u>L10</u>
<u>L9</u>	(5375244  5602906  5706338  5729597  5734977  5745558  5790645  5805686  5873099  5907803  5940751  6094643  6185415)! [pn]	13	<u>L9</u>
<u>L8</u>	L7 and (olap or (analytical adj processing))	0	<u>L8</u>
<u>L7</u>	6526389[pn]	1	<u>L7</u>
<u>L6</u>	L4 and (similar\$ or same\$ or identical or pattern)	3	<u>L6</u>
<u>L5</u>	L4 and ((similar\$ or same\$ or identical) same pattern)	0	<u>L5</u>
<u>L4</u>	L3 and (telephon\$ adj3 (behvio\$ or pattern or profiles))	4	<u>L4</u>
<u>L3</u>	((705/1  705/7  705/10  705/11 )!.CCLS.  (or/ )!.CCLS. )	1235	<u>L3</u>
<u>L2</u>	(5974396 or 5956693 or 6128624)[pn]	3	<u>L2</u>
<u>L1</u>	(5974396 or 5956693 or 6128624)[pn]	3	<u>L1</u>

END OF SEARCH HISTORY

Set	Items	Description
S1	73	AU=(HSU M ? OR HSU, M?)
S2	2022219	CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? - OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? - OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERS- ON? ?
S3	213793	PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR?
S4	317419	TELEPHONE? OR PHONE? OR CELLPHONE?
S5	182339	CALL???
S6	1875797	STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7	2446347	DATA? ? OR INFO OR INFORMATION
S8	185	S4(5N)S3(5N)S2
S9	52	S8 AND S5 AND S6
S10	2	S9 AND IC=G06F-017/60
S11	54	S8(15N)S5
S12	4	S11 AND IC=G06F?
S13	75	S9 OR S11

? show files

File 347:JAPIO Oct 1976-2002/Nov(Updated 030306)

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File 350:Derwent WPIX 1963-2003/UD,UM &UP=200317

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13/5/1 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
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07476049 \*\*Image available\*\*  
MOBILE PHONE

PUB. NO.: 2002-344567 [JP 2002344567 A]  
PUBLISHED: November 29, 2002 (20021129)  
INVENTOR(s): YABE MASATO  
APPLICANT(s): NEC CORP  
APPL. NO.: 2001-142406 [JP 20011142406]  
FILED: May 11, 2001 (20010511)  
INTL CLASS: H04M-001/00; H04M-001/725; H04Q-007/38

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a mobile **phone** which allows the **user** to check the **history** of incoming **calls** received during his or her absence without requiring the user's conscious operations.

SOLUTION: The mobile phone comprises an incoming **call** processing section 150 for processing incoming **calls**, memory 140 for **storing** the history of incoming **calls**, vibration detector 110 for detecting the vibration of the mobile phone 100, voice regeneration circuit 180 which is inputted with text data and then outputs a voice signal of the content of the text, speaker 190 which converts the voice signal from the voice regeneration circuit 180 and then outputs the voice, and processor 120 which, when the vibration of the mobile phone is detected by the vibration detector 110, causes the speaker 190 to output the content of the history of incoming **calls** received during user's absence, in voice via the voice regeneration circuit 180.

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13/5/2 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
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07431813 \*\*Image available\*\*  
TRANSFERRED PHONE **CALL** CHARGING DEVICE AND TRANSFERRED PHONE **CALL** CHARGING METHOD

PUB. NO.: 2002-300323 [JP 2002300323 A]  
PUBLISHED: October 11, 2002 (20021011)  
INVENTOR(s): TSUJIOKA TAMAKI  
APPLICANT(s): DAIWA SECURITIES GROUP INC  
APPL. NO.: 2001-101005 [JP 20011101005]  
FILED: March 30, 2001 (20010330)  
INTL CLASS: H04M-015/00; H04M-003/42; H04M-003/54

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a transferred phone **call** charging device that can charge a reasonable amount of money derived from transfer of a phone **call** onto a sponsor aiming at phone advertisement or the like.

SOLUTION: The transferred phone **call** charging device transfers a phone **call** received from a user terminal 14 to sponsors 16, 18, 20 that provide information in matching with a request of **users**, **records** a speech **history** of the transferred **phone call**, calculates a charging amount

of money of the transfer **call** based on the speech history and **records** the calculated charging amount of money by each sponsor and sends a bill to each sponsor.

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13/5/3 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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07431780 \*\*Image available\*\*

METHOD AND SYSTEM FOR MANAGING COMMUNICATION HISTORY INFORMATION, PROGRAM THEREFOR AND **RECORDING** MEDIUM

PUB. NO.: 2002-300290 [JP 2002300290 A]

PUBLISHED: October 11, 2002 (20021011)

INVENTOR(s): IDETANI SEIJI  
HISUMI TAKAAKI

APPLICANT(s): NIPPON TELEGR & TELEPH CORP (NTT)

APPL. NO.: 2001-102796 [JP 20011102796]

FILED: April 02, 2001 (20010402)

INTL CLASS: H04M-003/42; H04M-003/493; H04M-011/08

#### ABSTRACT

PROBLEM TO BE SOLVED: To eliminate necessity to construct a database for each of subscribers, and to effectively utilize communication history information at a low cost by enabling access from a subscriber side to the communication history information **recorded** / **stored** on the side of a telephone communication network.

SOLUTION: A **call** originating/incoming history database 4 is accommodated in a server 5 connected to the Internet 2 and a function capable of acquiring the communication **history** information is provided when a **subscriber** inputs the **telephone** number of the telephone communication network side and a previously registered password to the server 5 as a means for enabling each of subscribers to access the communication history information on this database 4. By accessing the communication history database 4 on the telephone communication network side from an Internet terminal 7, each of subscribers can display the communication history information on the Internet terminal 7 without constructing the database.

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13/5/4 (Item 4 from file: 347)

DIALOG(R)File 347:JAPIO

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07402974 \*\*Image available\*\*

TELEPHONE AND METHOD FOR PROCESSING INCOMING HISTORY

PUB. NO.: 2002-271479 [JP 2002271479 A]

PUBLISHED: September 20, 2002 (20020920)

INVENTOR(s): TAKAYA KEI

APPLICANT(s): NEC ACCESS TECHNICA LTD

APPL. NO.: 2001-064416 [JP 20011064416]

FILED: March 08, 2001 (20010308)

INTL CLASS: H04M-001/57; H04Q-007/38; H04M-001/00; H04M-001/725

#### ABSTRACT

Bode Akintola 13-Mar-03

PROBLEM TO BE SOLVED: To provide a **telephone** and a method for processing incoming **history** by which a **user** can know the emergency level of **callers** with non-responding **calls**.

SOLUTION: The telephone comprises a means for confirming the attribute, responded or not-yet-responded, of an incoming call, and means for flickering an LED when a plurality of incoming calls from the same source are not yet responded, to inform the user of the emergency of the caller.

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**PHONE SUBSCRIBER MANAGEMENT DEVICE, PHONE TERMINAL AND MANAGEMENT METHOD FOR INCOMING CALL HISTORY INFORMATION**

PUB. NO.: 2002-204475 [JP 2002204475 A]  
PUBLISHED: July 19, 2002 (20020719)  
INVENTOR(s): ASAMI TOMOJI  
APPLICANT(s): SONY CORP  
APPL. NO.: 2000-400732 [JP 2000400732]  
FILED: December 28, 2000 (20001228)  
INTL CLASS: H04Q-007/38; H04M-003/42; H04M-003/53

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a phone subscriber management device that allows a user of a **called** terminal to surely grasp even an incoming **call** caused at power-off, at the outside of zone, or in a communication disabled state.

SOLUTION: The subscriber management device **stores** information with respect to a **call** request as an incoming **call** history when a **caller** terminal cannot receive an incoming **call** reply message because the **called** terminal is in an ineffective state unable to receive an incoming **call** with respect to a phone **call** request from the **caller** terminal. The subscriber management device informs the **called** terminal about the **stored** incoming **call** history when the subscriber management device discriminates that the **called** terminal having been in an ineffective state reaches an effective state.

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13/5/6 (Item 6 from file: 347)

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07148325 \*\*Image available\*\*

**METHOD FOR INFORMING COMPANION ABOUT LOCATION OF SPECIFIC PERSON BY DESCRIBING IT ON MAP OF WEB PAGE AND WEB SERVER TO PERFORM THIS INFORMATION SERVICE**

PUB. NO.: 2002-016704 [JP 2002016704 A]  
PUBLISHED: January 18, 2002 (20020118)  
INVENTOR(s): EMA ARIYOSHI  
APPLICANT(s): YAFOO JAPAN CORP  
APPL. NO.: 2000-197101 [JP 2000197101]

FILED: June 29, 2000 (20000629)  
INTL CLASS: H04M-003/42; G06F-013/00; H04Q-007/34; H04M-011/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a method for informing a companion about a location of a specific person by describing it on a map of a Web page that adopts a configuration of informing the companion about the location according to the intention of the specific person and can inform the companion about additional information such as a scheduled route and a behavior history .

SOLUTION: The specific person uses a mobile phone K with a telephone number having already been registered to a Web server S1 to make a call to a specific destination in a telephone network 5 or a data communication network. An incoming call processing unit S2 replying this call acquires the telephone number of the caller, a date and time of the call and a base station number and informs the Web server S1 about them. The Web server S1 selects a Web page in cross-reference with the telephone number and adds a location symbol and a staying date and time to a map posted on the Web page on the basis of the base station number and the call date and time. The companion accesses the Web page via the Internet I to refer to the location of the specific person and the additional information.

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07105501 \*\*Image available\*\*

MOBILE PHONE AND METHOD FOR NOTIFYING HISTORY OF INCOMING CALL ARRIVED DURING ABSENCE AND RECORDING MEDIUM

PUB. NO.: 2001-333158 [JP 2001333158 A]

PUBLISHED: November 30, 2001 (20011130)

INVENTOR(s): NOBUSAWA HIDEAKI

APPLICANT(s): NEC SAITAMA LTD

APPL. NO.: 2000-152295 [JP 2000152295]

FILED: May 24, 2000 (20000524)

INTL CLASS: H04M-001/00; H04Q-007/38

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a mobile phone that can urge a user to confirm an incoming call history when an incoming call arrives during absence.

SOLUTION: When the user does not reply an incoming call at its arrival, incoming call history information is stored (step S3), a timer is started (step S5) and the timer periodically starts a ringer tone generator (step S7).

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07081404 \*\*Image available\*\*

AUTOMATIC CALL DEVICE

PUB. NO.: 2001-309051 [JP 2001309051 A]  
PUBLISHED: November 02, 2001 (20011102)  
INVENTOR(s): YAMADA TATSUYA  
APPLICANT(s): TOSHIBA CORP  
APPL. NO.: 2000-115624 [JP 2000115624]  
FILED: April 17, 2000 (20000417)  
INTL CLASS: H04M-003/432; H04M-001/2745; H04M-003/51

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide an automatic call device provided with a function for judging the telephone number of the highest probability to reach a person for talk from the past calling result to customers.

SOLUTION: The automatic call device for calling automatically in accordance with the calling telephone number of the customer is provided with a history means 16 for retaining the call date, day of the week, calling destination, presence/absence, etc., of conversation with a person which are the result of call to the customer as a history and a calling destination judging means 17 for selecting the calling destination of the highest probability of reaching the person for talk from the call date and day of the week by referring to the history of the history means when calling same customer next time.

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07030137 \*\*Image available\*\*  
AUTOMATIC LINE CONNECTION CONTROL APPARATUS, ITS METHOD AND RECORDING  
MEDIUM RECORDED WITH PROGRAM

PUB. NO.: 2001-257771 [JP 2001257771 A]  
PUBLISHED: September 21, 2001 (20010921)  
INVENTOR(s): NARAHARA NOBORU  
APPLICANT(s): NEC CORP  
APPL. NO.: 2000-073930 [JP 200073930]  
FILED: March 13, 2000 (20000313)  
INTL CLASS: H04M-001/663; H04M-001/57; H04M-011/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide an automatic line connection control apparatus that discriminates propriety of connection of a caller subscriber number of an incoming call received through a telephone line and automatically interrupts the line when the discrimination indicates negation.

SOLUTION: An MF reception circuit 12 demodulates a caller subscriber number from a signal arrived in a telephone set of a facsimile terminal 3 and a line connection history memory 18 stores the caller subscriber number and a data and time for line connection detected by a timer 14. When a subscriber discriminates that automatic line interruption is desired from its 2nd and succeeding calls, a display circuit 16 displays contents of the line connection history memory 18 and the subscriber selects the telephone number as an automatic interruption object number or the subscriber enters an optional subscriber number from an entry circuit 17 and registers it to a reject number registration memory 19. A collation circuit 13 collates the caller subscriber number with the registered



numbers as to all succeeding incoming **calls** and when the collation result indicates coincidence, a line interruption circuit 11 automatically interrupts the line.

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06908747 \*\*Image available\*\*

AUTOMATIC ANSWERING DEVICE

PUB. NO.: 2001-136272 [JP 2001136272 A]  
PUBLISHED: May 18, 2001 (20010518)  
INVENTOR(s): MAEDA TADAHIKO  
SHIMIZU KAZUHIKO  
APPLICANT(s): OKI ELECTRIC IND CO LTD  
APPL. NO.: 11-311901 [JP 99311901]  
FILED: November 02, 1999 (19991102)  
INTL CLASS: H04M-001/64; H04M-003/42; H04M-003/50

#### ABSTRACT

PROBLEM TO BE SOLVED: To obtain an automatic voice answering device capable of expanding services to customers on the basis of various collected data.

SOLUTION: This device is provided with a history **recording** part 2 which **records** response history information being data about a **caller**, including received characteristic data obtained by defining the interaction characteristics of the **caller** as data, a history analyzing part 3 which analyzes the received characteristic data to prepare individual estimation rules for specifying the **caller** and **records** the rules with the rules made to correspond to the response history information, and a **history** acquiring part 4 which specifies a **caller** making a **telephone call** on the basis of the response **history** information and the **individual** estimation rules, decides a responding method on the basis of the **caller** and communicates with the **caller**.

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USER OPERATION HISTORY FUNCTION/STORAGE OPERATING METHOD

PUB. NO.: 2001-127867 [JP 2001127867 A]  
PUBLISHED: May 11, 2001 (20010511)  
INVENTOR(s): INOWA AKIRA  
APPLICANT(s): NEC TELECOM SYST LTD  
APPL. NO.: 11-308315 [JP 99308315]  
FILED: October 29, 1999 (19991029)  
INTL CLASS: H04M-001/247; G06F-003/00; H04Q-007/38; H04M-001/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a user operation history function/storage operating method for easily performing function setting by **storing**

operation for function setting of a portable **telephone** set in a memory as a **history** .

SOLUTION: When a **user** presses an operation history **call** key (R key) for key, the most recent new function operation **stored** in the memory is displayed (a). Next, when executing the displayed function operation, each of setting is performed by pressing an instruction key (b). When the R key is pressed again in the step (a), the second new function operation **stored** in the memory is displayed (c). In this case, when the user operates the displayed function, each of setting is performed. When the R key is further pressed, the oldest operation history is displayed and when the R key is pressed once again, the indication of the first new operation history is recovered (d).

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13/5/12 (Item 12 from file: 347)

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06858718 \*\*Image available\*\*

PORTABLE TELEPHONE UNIT AND METHOD

PUB. NO.: 2001-086220 [JP 2001086220 A]

PUBLISHED: March 30, 2001 (20010330)

INVENTOR(s): ARAI MICHIHITO

APPLICANT(s): MATSUSHITA ELECTRIC IND CO LTD

APPL. NO.: 11-256577 [JP 99256577]

FILED: September 10, 1999 (19990910)

INTL CLASS: H04M-001/274; H04Q-007/32; H04M-015/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To easily register/delete personal information, such as a personal telephone number of a **user** , **telephone** directory data, and **call** time, **call** charge and a **call** **history** .

SOLUTION: A mobile **phone** unit 100 is mounted with a personal information storage means 102 that **stores** the personal information consisting of the personal telephone number assigned to each person, information registered in a storage means through a key entry by the user, and the speech information automatically registered in the storage means at a **call** . An information processing means 104 **stores** the personal telephone number for an outgoing/incoming **call** telephone number to the storage means, when the means 102 is mounted, reads/writes the personal information to/from the personal information storage means 102, and deletes the personal telephone number and the personal information **stores** in the storage means, when the personal information storage means 102 is removed from a main body of the mobile phone unit 100.

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06823586 \*\*Image available\*\*

TELEPHONE DEVICE

PUB. NO.: 2001-051080 [JP 2001051080 A]  
PUBLISHED: February 23, 2001 (20010223)  
INVENTOR(s): MIWA KAZUNARI  
TANAKA HIRONORI  
INAGE TAKAYUKI  
APPLICANT(s): TAMURA ELECTRIC WORKS LTD  
APPL. NO.: 11-228421 [JP 99228421]  
FILED: August 12, 1999 (19990812)  
INTL CLASS: G04G-001/00; G04G-009/00; H04M-001/00; H04M-015/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To make a telephone device accurately displayable and **recordable** a **call** originating and incoming history even on a day when it is switched from a standard time (summer time) to a summer time (standard time) by outputting information corrected from a utilizing time to a present operational time when the operational time is switched during a period from the utilizing time to the present time.

SOLUTION: In the case of switching from the standard time to a summer time, a display unit 16 normally displays a present date (April 1) and a time (AM 5:40). When a **user** of the **telephone** 1 depresses a button for confirming a **history** in this state, a **call** originating and incoming history (1:30 incoming) is displayed under the data or the like to indicate that incoming was at 1:30 a.m. And, a time (2:30) corrected from 1:30 a.m. to the summer time and name 'summer time' of the operational time are displayed together at its side. In the case of switching from the summer time to the standard time, for confirming the history, a button 6c is depressed. Then, a **call** originating and incoming history is displayed under the date or the like, and the time corrected from the incoming time to the standard time and the name 'standard time' of the operational time are displayed together at its side.

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13/5/14 (Item 14 from file: 347)

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06817644 \*\*Image available\*\*

EXTENSION TELEPHONE SET

PUB. NO.: 2001-045137 [JP 2001045137 A]  
PUBLISHED: February 16, 2001 (20010216)  
INVENTOR(s): ONO TAKAKO  
WATANABE MITSUKO  
AKIYAMA TAKAKO  
APPLICANT(s): KYOCERA CORP  
APPL. NO.: 11-215912 [JP 99215912]  
FILED: July 29, 1999 (19990729)  
INTL CLASS: H04M-001/57; H04Q-007/38

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide an extension **telephone** set by which a **user** can recognize an incoming **call** **history** of incoming **call** information up to now and can delete the information as required by having only to make a phone call to its own home and to enter required data even when a PHS terminal is left behind its own home or not at hand.

SOLUTION: When an incoming **call** from a public terminal arrives in a private/ public standby state, a memory in the inside of a PHS terminal 2

stores incoming call information such as an arrived caller number, an arrived time and automatic telephone recording as an incoming call history, the PHS terminal 2 makes a communication to a master set 10 to inform the master set 10 about the incoming call history of the incoming call information. The master set 10 stores the information to its own internal memory for each registered PHS terminal. In the case that a possessor leaving its own PHS terminal 2 behind its own home makes a phone call to its own home from a visiting place by using a public phone or the like, the master set 2 makes a request to the processor for entrance of required processor identification information such as a function number and a password, and after the master set 10 confirms that the possessor is a genuine possessor, the master set 10 informs the possessor having made a call about the incoming call history of the incoming information received by the PHS terminal 2 in the public/private standby mode.

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13/5/15 (Item 15 from file: 347)

DIALOG(R) File 347:JAPIO

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06817643 \*\*Image available\*\*  
TELEPHONE SET

PUB. NO.: 2001-045136 [JP 2001045136 A]  
PUBLISHED: February 16, 2001 (20010216)  
INVENTOR(s): SHIKAMATA NOBUYUKI  
TAKAHASHI KENICHI  
SAKAI KISHUN  
NAGATOMO TAKAHIRO  
APPLICANT(s): HITACHI COMMUN SYST INC  
APPL. NO.: 11-215409 [JP 99215409]  
FILED: July 29, 1999 (19990729)  
INTL CLASS: H04M-001/274; H04M-001/00; H04M-001/57; H04M-001/67;  
H04M-001/673; H04M-011/00

#### ABSTRACT

PROBLEM TO BE SOLVED: To protect secrecy of a telephone directory, redial information and incoming call history information relating to each of a plurality of users when a plurality of the users use in common a telephone set.

SOLUTION: While a storage means 4 stores a telephone directory, redial information and incoming call history information corresponding to a user, when a user enters user identification information and function type selection information by an entry means 1, any information designated by the function type selection information among the telephone directory, the redial information and the incoming call history information corresponding to the user is read from the storage means 4 under the control of a control means 2 and displayed on display means 5-7.

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13/5/16 (Item 16 from file: 347)

DIALOG(R) File 347:JAPIO

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06747043 \*\*Image available\*\*  
CUSTOMER SERVING SYSTEM AND COMPUTER-READABLE STORAGE MEDIUM

PUB. NO.: 2000-332898 [JP 2000332898 A]  
PUBLISHED: November 30, 2000 (20001130)  
INVENTOR(s): TAKARA MASATOSHI  
OGAWA HIDEO  
APPLICANT(s): RICOH CO LTD  
APPL. NO.: 11-142301 [JP 99142301]  
FILED: May 21, 1999 (19990521)  
INTL CLASS: H04M-003/51; H04M-003/42; H04M-003/60; H04Q-003/58

ABSTRACT

PROBLEM TO BE SOLVED: To quickly and properly respond to a **phone call** from a **customer** .

SOLUTION: A **caller history** file **stores** a **caller** number with a **call** signal sent via an external line network 2 in cross-reference with an operator 19 using a telephone terminal 5 in line connection in response to the **call** signal, and a service history file **stores** customer service information entered by using an information input output device 6 by the operator 19 in cross-reference with the **caller** number. In the case that a **call** signal is sent via the external line network 2, the operator 19 in cross-reference with the **caller** number on the basis of the **caller** number attended with the **call** signal is retrieved from the **caller** history file, the **call** signal reaches the telephone terminal 5 used by the operator, the customer service information in cross-reference with the **caller** number is retrieved from the service history file and displayed on the information input output device 6 used by the operator 19. Thus, 2nd and succeeding **phone calls** from a same customer 14 connect to the operator 19 that has served the 1st **call** .

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13/5/17 (Item 17 from file: 347)

DIALOG(R)File 347:JAPIO

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06692569 \*\*Image available\*\*

MOBILE TELEPHONE SET AND INCOMING HISTORY DISPLAY METHOD THEREFOR

PUB. NO.: 2000-278399 [JP 2000278399 A]  
PUBLISHED: October 06, 2000 (20001006)  
INVENTOR(s): HASEGAWA MOTOMI  
APPLICANT(s): NEC SAITAMA LTD  
APPL. NO.: 11-082037 [JP 9982037]  
FILED: March 25, 1999 (19990325)  
INTL CLASS: H04M-001/65; H04Q-007/38; H04M-001/57

ABSTRACT

PROBLEM TO BE SOLVED: To provide a mobile telephone set for displaying an incoming history and the storage of a message on a display even when there is no operation of a user.

SOLUTION: Concerning the mobile telephone set having a message storage part 9 for **storing** the matter told by an opposite party as a message when a **user** cannot answer a **telephone call** , an incoming **history** storage part 10 for **storing** the date/time of **telephone call** incoming and the telephone number of the opposite party or the like as the incoming history and a display part 5 for displaying the storage of the message, this telephone set is provided with an extraction means for extracting the

incoming history from the incoming history storage part 10 after the message and the incoming history and **stored** and a display means for displaying that the incoming history and the message are received, on the display part 5.

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13/5/18 (Item 18 from file: 347)

DIALOG(R)File 347:JAPIO

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06598247 \*\*Image available\*\*

TELEPHONE SET

PUB. NO.: 2000-184044 [JP 2000184044 A]

PUBLISHED: June 30, 2000 (20000630)

INVENTOR(s): SATO TAKAO

APPLICANT(s): KENWOOD CORP

APPL. NO.: 10-361529 [JP 98361529]

FILED: December 18, 1998 (19981218)

INTL CLASS: H04M-001/274

#### ABSTRACT

PROBLEM TO BE SOLVED: To provide a telephone set where a **user** can grasp information on **telephone** numbers that are **history** -displayed at a glance by simultaneously displaying various information along with the telephone number and name when a **calling** history and an incoming **call** history are retrieved.

SOLUTION: In the case of a **calling** history (A), the date/time of the **calling** , the name and the telephone number of an opposite party, the presence or absence of previous **calls** , the presence or absence of automatic **recording** , the presence or absence of conversation **recording** and the content of a note are displayed. Thus, it is seen that, only by glancing the history, a note of 'tennis on Sunday' is left with the **calling** date/time and information on the opposite party, and the message is left at the opposite party by automatic **recording** without executing the **recording** processing of the content during the **call** . In the case of incoming history (B), the date/time of the incoming **call** , the name/telephone number of the opposite party, the type of the opposite party, the presence or absence of previous **calls** , the presence or absence of automatic **recording** making automatic reply, the presence or absence of conversation **recording** and the content of the note are displayed. Thus, the date/time of the incoming **call** , that the **call** was from a public telephone set and that the **call** content has been **recorded** are seen only by glancing the history.

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13/5/19 (Item 19 from file: 347)

DIALOG(R)File 347:JAPIO

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06589098 \*\*Image available\*\*

COMMUNICATION TERMINAL DEVICE

PUB. NO.: 2000-174891 [JP 2000174891 A]

PUBLISHED: June 23, 2000 (20000623)

INVENTOR(s): UEDA MASAHIRO  
OCHIAI HIRONORI  
APPLICANT(s): DENSO CORP  
APPL. NO.: 10-349921 [JP 98349921]  
FILED: December 09, 1998 (19981209)  
INTL CLASS: H04M-001/65; H04Q-007/38; H04M-001/00; H04M-001/274

#### ABSTRACT

PROBLEM TO BE SOLVED: To make an incoming **call** history available for registration of telephone directory data and to prevent in advance telephone number data in the incoming **call** history from being deleted unintentionally.

SOLUTION: A portable telephone set is provided with a memory dial function for the **user** to register and **store telephone** directory data, an incoming **call history** storage function that **stores telephone** number data of an opposite party of an incoming **call**, a dial history storage function that **stores** dialed telephone number data, and a **recording** function that **records** and reproduces a reply message in the automatic answering telephone mode, a message and a voice signal during a speech, and also a function that utilizes telephone number data in the incoming **call** history or the dial history and registers the data to a memory dial. When a prescribed key is operated in a mode to confirm the incoming **call** history (S4; Y), a control circuit locks displayed telephone number data as a candidate for register in the memory dial (S5). In this case, voice data picked up by a microphone are **stored** as voice memory information (S7). At registration, the voice memo information is reproduced (S11).

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13/5/20 (Item 20 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2003 JPO & JAPIO. All rts. reserv.

06473965 \*\*Image available\*\*  
TELEPHONE SYSTEM AND AUTOMATIC MINIMUM CHARGE LINE SELECTING METHOD

PUB. NO.: 2000-059540 [JP 2000059540 A]  
PUBLISHED: February 25, 2000 (20000225)  
INVENTOR(s): ISHIZAWA KOZO  
APPLICANT(s): TAIKO ELECTRIC WORKS LTD  
APPL. NO.: 10-221205 [JP 98221205]  
FILED: August 05, 1998 (19980805)  
INTL CLASS: H04M-015/16; H04M-015/00; H04M-015/30

#### ABSTRACT

PROBLEM TO BE SOLVED: To select a common carrier offering the minimum charge of telephone **call** charge at the time of transmission by producing charge result tables, referring to the charge result tables based on speech communication information about a transmission information when the transmission operation is performed, selecting the line of a telephone communication common carrier whose telephone **call** charge is estimated to be minimum charge and performing a dial transmission operation.

SOLUTION: The memory 8 of this telephone system is provided with plural data **storing** parts 10 to 13 and they respectively **store** prescribed data. In the 3rd data **storing** part 12, plural charge result tables are prepared and **stored** in accordance with distance to the other party which is detected for its own station telephone number and a transmission

destination telephone number. These charge result tables show a minimum charge line according to **user behavior** based on speech communication information such as transmission destination **telephone** numbers, speech communication time, transmission days of the week and transmission time band in an optional term and show which line gives minimum charge to be used in the case of performing transmission under the condition of the same speech communication information.

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13/5/21 (Item 21 from file: 347)

DIALOG(R)File 347:JAPIO

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06418750 \*\*Image available\*\*

FACSIMILE EQUIPMENT

PUB. NO.: 2000-004309 [JP 2000004309 A]

PUBLISHED: January 07, 2000 (20000107)

INVENTOR(s): MAEDA HIROYASU

APPLICANT(s): NEC SHIZUOKA LTD

APPL. NO.: 10-183380 [JP 98183380]

FILED: June 15, 1998 (19980615)

INTL CLASS: H04M-011/00; H04M-001/57; H04N-001/21; H04N-001/32

#### ABSTRACT

PROBLEM TO BE SOLVED: To prevent who **calls** from being known to others when a **person** except the **person** to whom a **telephone** call has made first confirms incoming **history**, because all the **calling telephone** numbers are recorded unconditionally as incoming **history**.

SOLUTION: This equipment is provided with an incoming **history** registration exception **telephone** number table 5 which stores a **telephone** number that is not desired to be recorded as incoming **history**, an incoming number **history** table 3 which records a **calling telephone** number as incoming **history** and a main control part 7 that decides whether or not a **calling** telephone number sent through a telephone line matches with a telephone number that is not **stored** in the table 5 by comparing them, **records** the **calling** telephone number on the table 3 when it does not match and on meanwhile, eliminates the **calling** telephone number from the **record** when it does match.

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13/5/22 (Item 22 from file: 347)

DIALOG(R)File 347:JAPIO

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06245530 \*\*Image available\*\*

DEVICE AND METHOD FOR RETRIEVING TELEPHONE NUMBER

PUB. NO.: 11-187106 [JP 11187106 A]

PUBLISHED: July 09, 1999 (19990709)

INVENTOR(s): MATSUNAGA SATOHIKO

APPLICANT(s): OKI ELECTRIC IND CO LTD

APPL. NO.: 09-354297 [JP 97354297]

FILED: December 24, 1997 (19971224)

INTL CLASS: H04M-001/274; G06F-015/02; G06F-017/30; H04M-003/42;



## ABSTRACT

PROBLEM TO BE SOLVED: To enable plural users to efficiently retrieve telephone numbers without adopting any complicated configuration by finding the telephone number speedily in comparison with the conventional case when a retrieving object is inputted to a character string.

SOLUTION: A telephone directory storage device 3f **stores** telephone numbers and addresses together with personal names, company names and organization names. A use history storage device 3g **stores** the telephone numbers of parties and the time of **call** origination together with **call** originating source telephone numbers at the time of **call** origination. When the retrieval character string is inputted by an input circuit 3a, it is applied to a retrieval processing circuit 3e, the retrieval character string is applied to the telephone directory storage device 3f, and the telephone number corresponding to the retrieval character string is acquired. When the telephone directory retrieved result shows plural telephone numbers, the retrieval processing circuit 3e retrieves whether these **telephone** numbers are **stored** in the **user history** storage device 3g or not and when these **telephone** numbers are **stored**, they are acquired. Among the acquired telephone numbers, the recently used telephone number is arranged at the head and the other telephone numbers are arranged after the telephone number so that they are displayed on a display 3c1 of a display circuit 3c.

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13/5/23 (Item 23 from file: 347)

DIALOG(R) File 347:JAPIO

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06161799 \*\*Image available\*\*

BULK TRAFFIC GENERATOR

PUB. NO.: 11-103343 [JP 11103343 A]

PUBLISHED: April 13, 1999 (19990413)

INVENTOR(s): WHALLEY HOWARD STEPHEN

HANBURY-BROWN MARK

SCOTT MARK ANTHONY

APPLICANT(s): SCHLUMBERGER TECHNOL INC

APPL. NO.: 10-197707 [JP 98197707]

FILED: July 13, 1998 (19980713)

PRIORITY: 9714623 [GB 9714623], GB (United Kingdom), July 12, 1997  
(19970712)

INTL CLASS: H04M-003/26; H04M-003/36

## ABSTRACT

PROBLEM TO BE SOLVED: To efficiently test telecommunication equipment by generating a call activity signal through each finite state machine(FSM) and receiving a response signal from a port under using.

SOLUTION: A traffic generator control module 38 has access to a memory 18 and the other external software resource and performs access from them to a traffic **profile**, **call** parameter set and **telephone** directory. The control module 38 interpretes the **profile** parameter (such as a **call** or **user** port to be used, for example,) and generates a **call** test job. Each **call** test job is composed of the specification of a user port for generation, subscriber number to be dialed and call parameter set. Each

call test job is passed to an FSM 48 corresponding to the suitable user port to operate it. When that job is completed, the FSM 48 feeds a 'job end event' to the control module 38.

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13/5/24 (Item 24 from file: 347)

DIALOG(R)File 347:JAPIO

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06127426 \*\*Image available\*\*

TELEPHONE TRANSFERRING EQUIPMENT

PUB. NO.: 11-068963 [JP 11068963 A]

PUBLISHED: March 09, 1999 (19990309)

INVENTOR(s): ISHIGURO YOSHIHIDE

APPLICANT(s): NEC CORP

APPL. NO.: 09-239130 [JP 97239130]

FILED: August 21, 1997 (19970821)

INTL CLASS: H04M-003/42; H04M-003/54

#### ABSTRACT

PROBLEM TO BE SOLVED: To transfer **calling** by selecting a proper telephone equipment even while a **callee** is in the middle of moving.

SOLUTION: ID information from an ID **call** originator 1 carried by an individual is collected through an ID receiving and collating means 5 and a data communication means 7. Collected ID information is sorted by each 10 by a staying state judging means 3 to **record** time, a telephone equipment number and the number of the times of detecting ID as staying state history 4. In addition, when ID is not detected in a fixed period, the information is deleted. By referring to this staying state **history**, the means 3 judges whether each **individual** stays at a **telephone** installing place or not and sets the number of the telephone equipment suited to a transferring destination.

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13/5/25 (Item 25 from file: 347)

DIALOG(R)File 347:JAPIO

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05240311 \*\*Image available\*\*

SYSTEM FOR MANAGING TELEPHONE CALL ORIGINATION TO CUSTOMER

PUB. NO.: 08-195811 [JP 8195811 A]

PUBLISHED: July 30, 1996 (19960730)

INVENTOR(s): MATSUMOTO HIROSHI

APPLICANT(s): OKI ELECTRIC IND CO LTD [000029] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 07-023474 [JP 9523474]

FILED: January 18, 1995 (19950118)

INTL CLASS: [6] H04M-003/42

JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 36.4 (LABOR SAVING DEVICES -- Service Automation)

#### ABSTRACT

PURPOSE: To improve the efficiency of a telephone call origination processing by predicting the at-home state of the customer in the case of

originating a telephone call.

CONSTITUTION: In a data base 11, a customer master file 11a, a call history data file 11b and an at-home information management table 11c are provided. The customer master file 11a indicates attribute information relating to the respective **customers**, the **call history** data file 11b indicates a **telephone call** origination **history** for indicating whether or not the respective **customers** were at home when the telephone **call** was originated in the past and the at-home information management table 11c indicates the relation of attributes to the customers and an at-home ratio prepared based on the information of the customer master file 11a and the call history data file 11b. Respective operator terminals 20 are respectively provided with an at-home judgment part 21 for referring to the at-home information management table 11c and predicting whether or not the optional customer is at home.

13/5/26 (Item 26 from file: 347)

DIALOG(R)File 347:JAPIO

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03910659 \*\*Image available\*\*

TELEPHONE CALL HISTORY TRANSMISSION SYSTEM

PUB. NO.: 04-275759 [JP 4275759 A]

PUBLISHED: October 01, 1992 (19921001)

INVENTOR(s): KAJIWARA HIROSHI

APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)

APPL. NO.: 03-036979 [JP 9136979]

FILED: March 04, 1991 (19910304)

INTL CLASS: [5] H04M-003/42; H04B-007/15; H04B-007/26

JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 26.3 (TRANSPORTATION --  
Marine Vessels); 34.4 (SPACE DEVELOPMENT -- Communication);  
36.4 (LABOR SAVING DEVICES -- Service Automation); 44.2  
(COMMUNICATION -- Transmission Systems)

JOURNAL: Section: E, Section No. 1320, Vol. 17, No. 75, Pg. 21,  
February 15, 1993 (19930215)

#### ABSTRACT

PURPOSE: To eliminate the repetition of the recognition of a ground subscriber for the existence of an opposite vessel earth station and recall, and to permit a vessel earth station to learn how many times telephone calls are made.

CONSTITUTION: A coast earth station 1 in a maritime satellite communication system has a first memory 5 accumulating a telephone call history for the vessel earth station 3 and a second memory 6 accumulating a vessel earth station number. The **telephone call history** from the ground **subscriber** 3 and a vessel earth station number being an opposite party are respectively accumulated in the first memory 5 and the second memory 6. The vessel earth station number which is accumulated in the second memory 6 is periodically transmitted to the vessel earth station 2. The telephone call history is fetched from the first memory 5 by a request from the vessel earth station 2, and it is transmitted to the vessel earth station 2 as a telegram sentence.

13/5/27 (Item 27 from file: 347)

DIALOG(R)File 347:JAPIO

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02892589   \*\*Image available\*\*  
VIDEO TELEPHONE SET MONITOR

PUB. NO.:       01-190189 [JP 1190189 A]  
PUBLISHED:     July 31, 1989 (19890731)  
INVENTOR(s):   SHOJI MASASHI  
APPLICANT(s):  HOUSHIN KAGAKU SANGIYOUSHIYO KK [486430] (A Japanese Company  
                  or Corporation), JP (Japan)  
APPL. NO.:     63-015563 [JP 8815563]  
FILED:         January 26, 1988 (19880126)  
INTL CLASS:    [4] H04N-007/14; H04M-001/02  
JAPIO CLASS:   44.6 (COMMUNICATION -- Television); 44.4 (COMMUNICATION --  
                  Telephone)  
JOURNAL:       Section: E, Section No. 839, Vol. 13, No. 483, Pg. 46,  
                  November 02, 1989 (19891102)

#### ABSTRACT

PURPOSE: To attain the telephone call while managing its own look or behavior by displaying a picture to be sent to the opposite side on a monitor screen displaying a picture of opposite side or on other monitor screen.

CONSTITUTION: A picture picked up by a television camera 5 is sent to an opposite side and fed to a monitor 3 via a cable. The picture is displayed on a corner as a 2nd pattern 6 of a video pattern 4, for example, from the opposite party on the monitor 3. Thus, the **person** making a **phone call** can confirm its own look or **behavior** by observing the screen 6, and the visual point is always directed in the front and the opposite party is displayed as if the other party is being observed and will is transferred effectively. The inserting method of the 2nd pattern 6 and the displayed shape is optional.

13/5/28       (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX  
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014968401   \*\*Image available\*\*  
WPI Acc No: 2003-028915/200302  
XRPX Acc No: N03-022761

**Loyalty rewards provision method for telephony services, involves creating user profile including reward balance set to specified amount permitting user to place telephone calls until balance reaches zero**

Patent Assignee: BOTTOMS D T (BOTT-I); DAVIS A M (DAVI-I); KOH E (KOHE-I);  
MCCUE M S (MCCU-I); PAL G N (PALG-I); PARTOVI H (PART-I); SHORES P  
(SHOR-I)

Inventor: BOTTOMS D T; DAVIS A M; KOH E; MCCUE M S; PAL G N; PARTOVI H;  
SHORES P

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020126813	A1	20020912	US 2001755872	A	20010105	200302 B

Priority Applications (No Type Date): US 2001755872 A 20010105

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20020126813	A1	10	G06F-017/60	

Abstract (Basic): US 20020126813 A1

NOVELTY - A user profile including a reward balance set to specified amount, is created in response to a user request received through a telephone interface, for registration with phone-based application system. The user is permitted to place telephone calls over telephone interface by consuming rewards balance until the balance reaches zero.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for loyalty rewards providing apparatus.

USE - For providing loyalty rewards in telephony services such as voice portal through PBX telephone, satellite telephone, wireless telephone, etc.

ADVANTAGE - Encourages several telephone subscribers to enroll into full and accurate registrations, regular usage, trying new features, etc., of telephone services. Focuses on rewarding certain behavior by maintaining a rewards balance usable for services such as free telephone calls.

DESCRIPTION OF DRAWING(S) - The figure shows the loyalty rewards provision system.

pp; 10 DwgNo 1/2

Title Terms: REWARD; PROVISION; METHOD; TELEPHONE; SERVICE; USER; PROFILE; REWARD; BALANCE; SET; SPECIFIED; AMOUNT; PERMIT; USER; PLACE; TELEPHONE; CALL; BALANCE; REACH; ZERO

Derwent Class: T01; T05; W01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): H04M-015/00

File Segment: EPI

13/5/29 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014743150 \*\*Image available\*\*

WPI Acc No: 2002-563855/200260

**Method for providing data receiving service to mobile terminal in mobile telecommunication system**

Patent Assignee: SK TELECOM CO LTD (SKTE-N)

Inventor: KIM C Y; LEE H U; MUN J B; YOON Y B

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002015769	A	20020302	KR 200048871	A	20000823	200260 B

Priority Applications (No Type Date): KR 200048871 A 20000823

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2002015769	A	1	H04Q-007/24	

Abstract (Basic): KR 2002015769 A

NOVELTY - A method for providing a data receiving service to a mobile terminal in a mobile telecommunication system is provided to establish a termination data **call** without a data termination request by a user.

DETAILED DESCRIPTION - A data service server provides an origination request message to an MSC through an IWFs(Interworking Functions) together with its own telephone number using the telephone number of a mobile terminal(S1). Based on the telephone number of the data service server, the MSC judges that the origination message is for a data termination request. Then the MSC asks an HLR whether the mobile terminal is a data termination service subscriber terminal(S2,S3). In response to the question of the MSC, the HLR confirms a **subscriber**

**profile** stored under the **telephone** number of the mobile terminal, and provides a confirmed result to the MSC. In case that the mobile terminal is a data termination service subscriber terminal, the MSC provides a data termination service message to the mobile terminal through a page channel and an access channel(S4). In response to the data termination service message, the mobile terminal provides a data termination **call** setup request message to the MSC through the data service server number(S6). Based on the message provided from the mobile terminal, the MSC establishes a data transmit-receive channel to the data service server and the mobile terminal(S7).

pp; 1 DwgNo 1/10

Title Terms: METHOD; DATA; RECEIVE; SERVICE; MOBILE; TERMINAL; MOBILE; TELECOMMUNICATION; SYSTEM

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/24

File Segment: EPI

**13/5/30 (Item 3 from file: 350)**

DIALOG(R) File 350:Derwent WPIX

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014649626 \*\*Image available\*\*

WPI Acc No: 2002-470330/200250

XRPX Acc No: N02-371232

**Data processing method in telecommunication system, involves presenting caller with selected telecommunication service options in order specified in subscriber profile, using single phone number**

Patent Assignee: MCI WORLDCOM INC (MCIW-N)

Inventor: CHIB R; GALVAN T J; GROSS K A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6389117	B1	20020514	US 97925447	A	19970908	200250 B
			US 99412503	A	19991007	

Priority Applications (No Type Date): US 97925447 A 19970908; US 99412503 A 19991007

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6389117	B1	30	H04M-003/42	Div ex application	US 97925447

Abstract (Basic): US 6389117 B1

**NOVELTY** - A single phone number is provided and a subscriber profile that specifies the telecommunication service options available to subscriber, is selectively retrieved for ordering and presentation of the options to a **caller** in an order specified in the **subscriber profile** using single **telephone** number.

**DETAILED DESCRIPTION** - An **INDEPENDENT CLAIM** is included for telecommunication system.

**USE** - For processing data in telecommunication system (claimed) that provides services like automatic routing service, voice mail service, facsimile service, paging service, cellular phone service, personal 800 number, calling card and conference call service.

**ADVANTAGE** - Provides a single platform for different telecommunication services. Is flexible in providing the service.

**DESCRIPTION OF DRAWING(S)** - The figure shows the flowchart explaining steps performed when subscriber chooses feature activation menu to activate/deactivate features.

pp; 30 DwgNo 18A/18

Title Terms: DATA; PROCESS; METHOD; TELECOMMUNICATION; SYSTEM; PRESENT;

CALL; SELECT; TELECOMMUNICATION; SERVICE; OPTION; ORDER; SPECIFIED;  
SUBSCRIBER; PROFILE; SINGLE; TELEPHONE; NUMBER  
Derwent Class: T01; W01  
International Patent Class (Main): H04M-003/42  
File Segment: EPI

13/5/31 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX  
(c) 2003 Thomson Derwent. All rts. reserv.

014598378 \*\*Image available\*\*  
WPI Acc No: 2002-419082/200245  
XRPX Acc No: N02-329866

**Customer behavior profile monitoring apparatus in telecommunication network, has transition detector to compare current behavior of customer with stored preset behavior patterns, to detect changes in behavior pattern**

Patent Assignee: VODAFONE LTD (VODA-N)  
Inventor: LYLE S F; MAYES K E  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2366699	A	20020313	GB 200021511	A	20000901	200245 B

Priority Applications (No Type Date): GB 200021511 A 20000901

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2366699	A		20	H04Q-007/38	

Abstract (Basic): GB 2366699 A

NOVELTY - A **call** analyzer (14) classifies a customer according to his behavior profile. A monitoring unit monitors the current behavior of the customer, which is compared with preset behavior patterns **stored** in a storage unit, by a transition detector (18), for detecting changes in behavior patterns.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) **Call** monitoring apparatus;
- (b) Customer behavior profile monitoring method;
- (c) **Call** monitoring method

USE - For monitoring the **behavior** of **customers** in a telecommunication network such as cellular **telephone** network

ADVANTAGE - Detects fraudulent activity by monitoring the behavior patterns of customers.

DESCRIPTION OF DRAWING(S) - The figure shows the customer behavior profile apparatus.

**Call** analyzer (14)  
Transition detector (18)  
pp; 20 DwgNo 2/2

Title Terms: CUSTOMER; BEHAVE; PROFILE; MONITOR; APPARATUS;  
TELECOMMUNICATION; NETWORK; TRANSITION; DETECT; COMPARE; CURRENT; BEHAVE;  
CUSTOMER; STORAGE; PRESET; BEHAVE; PATTERN; DETECT; CHANGE; BEHAVE;  
PATTERN

Derwent Class: T01; W01  
International Patent Class (Main): H04Q-007/38  
File Segment: EPI

13/5/32 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX  
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014562318     \*\*Image available\*\*  
WPI Acc No: 2002-383021/200241  
XRPX Acc No: N02-299877

**Extending session initiation protocol for e.g. third generation mobile  
telephone networks enabling upload of subscriber 's service profile  
from home server to call state control function**

Patent Assignee: NOKIA CORP (OYNO )  
Inventor: BERTENYI B; KISS K  
Number of Countries: 094 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200219749	A1	20020307	WO 2000EP8590	A	20000901	200241 B
AU 200075137	A	20020313	AU 200075137	A	20000901	200249
			WO 2000EP8590	A	20000901	

Priority Applications (No Type Date): WO 2000EP8590 A 20000901

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200219749 A1 E 28 H04Q-007/24

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP  
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT  
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200075137 A H04Q-007/24 Based on patent WO 200219749

Abstract (Basic): WO 200219749 A1

NOVELTY - Involves inserting subscriber information in a specific message (1) of the same call control protocol that is used to establish the call i.e. session initiation protocol (SIP), and then sending the message between network elements i.e. HSS and CSCF.

USE - For uploading subscriber's service profile from home subscriber server (HSS) to call state control function (CSCF) in e.g. third generation mobile telephone networks.

ADVANTAGE - Subscriber information can be easily uploaded from HSS a CSCF.

DESCRIPTION OF DRAWING(S) - The drawing shows a high level schematic diagram of the system used to implement the method.

Home subscriber server (HSS)

Call state control function (CSCF)

Specific message (1)

pp; 28 DwgNo 2/4

Title Terms: EXTEND; SESSION; INITIATE; PROTOCOL; THIRD; GENERATE; MOBILE;  
TELEPHONE; NETWORK; ENABLE; SUBSCRIBER; SERVICE; PROFILE; HOME; SERVE;  
CALL; STATE; CONTROL; FUNCTION

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/24

International Patent Class (Additional): H04L-029/06

File Segment: EPI

13/5/33     (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX  
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014537367     \*\*Image available\*\*  
WPI Acc No: 2002-358070/200239

Bode Akintola 13-Mar-03



**Phone-to-pc intelligent network service providing method for calling  
personal computer using wire telephone in advanced intelligent network**

Patent Assignee: VERYTECH CO LTD (VERY-N); VERITEC JH (VERI-N)

Inventor: HAN M S; KANG S I; KIM G R

Number of Countries: 001 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001086718	A	20010915	KR 200010530	A	20000302	200239 B
KR 335994	B	20020508	KR 200010530	A	20000302	200272

Priority Applications (No Type Date): KR 200010530 A 20000302

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001086718	A	1	H04L-012/66	
KR 335994	B		H04L-012/66	Previous Publ. patent KR 2001086718

Abstract (Basic): KR 2001086718 A

NOVELTY - A phone-to-PC intelligent network service providing method for **calling** a personal computer using a wire telephone in an advanced intelligent network(AIN) is provided to resolve a high charge problem of an international **call** and an out-of-town **call** by connecting a telephone network and an Internet network using the AIN without an additional communication equipment.

DETAILED DESCRIPTION - A service user inputs a phone-to-PC intelligent service identification number, a service subscribing number received from an operator, and a **called** PC number(S10). An AIN switch receives a digit from the service user and transmits an AIN service request message to a phone-to-PC intelligent service server system(S11). A **phone**-to-PC intelligent network server system inquires a **subscriber profile** and identifies a state so that a **called** PC receives a **phone**-to-PC service(S12). It is checked whether the **called** PC receives the phone-to-PC service(S13). If the **called** PC receives the phone-to-PC service, a phone-to-PC intelligent service server system requests the connection of a channel for transmitting a **calling** wire telephone and a voice to a phone-to-PC intelligent client system(S14). The phone-to-PC intelligent service server system informs that the phone-to-PC service is requested to the **called** PC(S15). The phone-to-PC intelligent client system converts a voice from the **calling** wire telephone and a packet data from the **called** PC to transmit the converted voice and packet data(S16). If the **called** PC does not receive the phone-to-PC service, the phone-to-PC intelligent service server system requests the connection of a channel for transmitting the **calling** wire telephone and the voice to the phone-to-PC intelligent client system(S17). The phone-to-PC intelligent service server system guides that the **called** PC is not connected with the **calling** wire telephone using a guide broadcasting function of the phone-to-PC intelligent client system and **stores** a message(S18). If a voice message is **recorded** from a service subscriber, the phone-to-PC intelligent client system transmits a packet message to the phone-to-PC intelligent service server system(S19), and transmits the **stored** packet data to a corresponding PC when a PC user is connected with the phone-to-PC intelligent service server system(S20).

pp; 1 DwgNo 1/10

Title Terms: TELEPHONE; INTELLIGENCE; NETWORK; SERVICE; METHOD; **CALL** ;  
PERSON; COMPUTER; WIRE; TELEPHONE; ADVANCE; INTELLIGENCE; NETWORK

Derwent Class: W01

International Patent Class (Main): H04L-012/66

File Segment: EPI

13/5/34 (Item 7 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
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014493555 \*\*Image available\*\*  
WPI Acc No: 2002-314258/200235

One calling system  
Patent Assignee: LIM K H (LIMK-I)  
Inventor: LIM K H  
Number of Countries: 001 Number of Patents: 001  
Patent Family:  
Patent No Kind Date Applicat No Kind Date Week  
KR 2001106317 A 20011129 KR 200161282 A 20010927 200235 B

Priority Applications (No Type Date): KR 200161282 A 20010927  
Patent Details:  
Patent No Kind Lan Pg Main IPC Filing Notes  
KR 2001106317 A 1 G06F-017/60

Abstract (Basic): KR 2001106317 A

NOVELTY - An one **calling** ordering system is provided to form only an inherent number(telephone number) by forming the current off-line delivery system as one network and making a database based on each deliverable **store**.

DETAILED DESCRIPTION - A service company(320) includes deliverable **stores** as a food service shop(321), a **call** taxi company(322), an LPG gas shop(323), and a flower shop(324). A main page(311) uses a client telephone number(302) **calling** thereof is confirmed by one operator communicated with a specific client out of many operators managing a main page for moving to a page for a service order as a client ID(303). A client ID/client table(315) judges whether a client is registered to a system or not. A **client** database(314) includes a **client** name, a **client** **telephone** number, a delivery address, and an ordering **history**, and is comprised by a computer page. A service company database(316) comprises deliverable companies as the food service shop(321), the **call** taxi company(322), the LPG gas shop(323), and the flower shop(324). A menu database(312) includes service kinds capable of being supplied in each service company. An ordering database(313) includes a kind and the number of service company, price information, a delivery address, and a client telephone number of the service company(320) ordered using one **calling** system.

pp; 1 DwgNo 1/10

Title Terms: ONE; **CALL** ; SYSTEM  
Derwent Class: T01  
International Patent Class (Main): G06F-017/60  
File Segment: EPI

13/5/35 (Item 8 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
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014445638 \*\*Image available\*\*  
WPI Acc No: 2002-266341/200231  
XRPX Acc No: N02-206908

Revertive call routing management in e.g. telephone network, involves comparing subscriber's current telephone number with that in subscriber's file, when connecting subscriber to calling party, on call reception  
Patent Assignee: AT & T CORP (AMTT )  
Inventor: FOLADARE M J; GOLDMAN S B; WANG S Q; WESTRICH R S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6330322	B1	20011211	US 98153221	A	19980914	200231 B

Priority Applications (No Type Date): US 98153221 A 19980914

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6330322	B1	9	H04M-003/42	

Abstract (Basic): US 6330322 B1

NOVELTY - A subscriber's current telephone number is compared with the telephone number **stored** in a subscriber's file, when the subscriber and **calling** party are connected by a system during **call** reception. If the subscriber's current telephone number is different from the **stored** number, then the system queries the **subscriber** whether he wants the current **telephone** to be **stored** in the **subscriber's profile**.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for **calling** party-subscriber communication facilitation apparatus.

USE - For updating subscriber's telephone number, IP address of subscriber's computer, unique ID of mobile paging device or facsimile in telephone network, Internet or other communication networks in response to revertive **call**.

ADVANTAGE - Obviates the need for the subscriber to constantly place revertive **calls** from the same location.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of revertive **call** updating system.

pp; 9 DwgNo 1/5

Title Terms: REVERSION; **CALL**; ROUTE; MANAGEMENT; TELEPHONE; NETWORK;

COMPARE; SUBSCRIBER; CURRENT; TELEPHONE; NUMBER; SUBSCRIBER; FILE;

CONNECT; SUBSCRIBER; **CALL**; PARTY; **CALL**; RECEPTION

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/42

File Segment: EPI

13/5/36 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014395914 \*\*Image available\*\*

WPI Acc No: 2002-216617/200227

XRPX Acc No: N02-166089

Mobile communication network operating method involves transmitting command for causing caller's telephone to enter to predetermined menu function, when received profile includes predetermined indication

Patent Assignee: BRITISH TELECOM PLC (BRTE )

Inventor: HEATLEY D J T

Number of Countries: 096 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200176299	A1	20011011	WO 2001GB1386	A	20010328	200227 B
AU 200142615	A	20011015	AU 200142615	A	20010328	200227
EP 1269785	A1	20030102	EP 2001915527	A	20010328	200310
			WO 2001GB1386	A	20010328	

Priority Applications (No Type Date): EP 2000302759 A 20000331

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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WO 200176299 A1 E 24 H04Q-007/38  
 Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
 CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS  
 JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL  
 PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
 Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
 IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW  
 AU 200142615 A H04Q-007/38 Based on patent WO 200176299  
 EP 1269785 A1 E H04Q-007/38 Based on patent WO 200176299  
 Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT  
 LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200176299 A1

NOVELTY - A dialed destination network number is received from signaling data of **call**. A user profile **stored** based on retrieved number is accessed to retrieve corresponding **user** profile. When received **profile** contains predetermined indication associated with **called user**, a command for causing **telephone** associated with **calling** user to enter predetermined menu function is transmitted.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for communication network.

USE - For operating mobile communication network e.g. general packet radio service (GPRS) network for remote selection of menu function of mobile telephone to deliver e-mail messages.

ADVANTAGE - Anticipates the **calling** user's immediate action and commands telephone to enter corresponding menu function without requiring any input such as key presses.

DESCRIPTION OF DRAWING(S) - The figure shows the mobile communication network.

pp; 24 DwgNo 2/3

Title Terms: MOBILE; COMMUNICATE; NETWORK; OPERATE; METHOD; TRANSMIT; COMMAND; CAUSE; **CALL**; TELEPHONE; ENTER; PREDETERMINED; MENU; FUNCTION; RECEIVE; PROFILE; PREDETERMINED; INDICATE

Derwent Class: W01

International Patent Class (Main): H04Q-007/38

International Patent Class (Additional): H04M-001/247; H04M-001/66; H04M-003/42

File Segment: EPI

13/5/37 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014385104 \*\*Image available\*\*

WPI Acc No: 2002-205807/200226

XRPX Acc No: N02-156763

**Call forwarding activation-reminder e.g. for mobile telephone subscribers that reminds subscriber of call forwarding before call has been received and forwarded**

Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF )

Inventor: MARTINEZ J

Number of Countries: 095 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200193547	A2	20011206	WO 2001SE1191	A	20010528	200226 B
AU 200162845	A	20011211	AU 200162845	A	20010528	200228

Priority Applications (No Type Date): US 2000579113 A 20000526

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes  
 WO 200193547 A2 E 24 H04M-003/00  
 Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
 CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN  
 IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ  
 PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
 Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
 IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW  
 AU 200162845 A H04M-003/00 Based on patent WO 200193547

Abstract (Basic): WO 200193547 A2

NOVELTY - Involves determining that the call-forwarding feature has been activated and asserting a reminder alert at the telephone associated with the identification number on a timed, periodic basis (450, 452). The method may be implemented as a after detection of the presence of a mobile station (140), due to autonomous registration, call origination, call termination, or receiving a service order.

DETAILED DESCRIPTION - The method may be implemented as part of the ANSI-41 standard, to include use of the AlertCode and CallingFeaturesIndicator parameters.

USE - To remind a **telephone** services **subscriber** with a **subscriber profile** linked to an identification number that a **call** -forwarding feature is active e.g. for mobile telephone subscribers.

ADVANTAGE - Reminds subscriber of call forwarding before a call has been received and forwarded.

DESCRIPTION OF DRAWING(S) - The drawing shows a signal flow diagram of the method.

Mobile station (140)

Reminder alert signal (450, 452)

pp; 24 DwgNo 3/7

Title Terms: CALL; FORWARDING; ACTIVATE; REMINDER; MOBILE; TELEPHONE;  
 SUBSCRIBER; REMINDER; SUBSCRIBER; CALL; FORWARDING; CALL; RECEIVE;  
 FORWARDING

Derwent Class: W01; W02

International Patent Class (Main): H04M-003/00

File Segment: EPI

13/5/38 (Item 11 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014349655 \*\*Image available\*\*

WPI Acc No: 2002-170358/200222

**Internet phone system and call connection method**

Patent Assignee: NMTEL CO LTD (NMTE-N); NM TEL JH (NMTE-N)

Inventor: LIM M G

Number of Countries: 001 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001092203	A	20011024	KR 200014273	A	20000321	200222 B
KR 340261	B	20020612	KR 200014273	A	20000321	200279

Priority Applications (No Type Date): KR 200014273 A 20000321

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

KR 2001092203 A 1 H04L-012/66

KR 340261 B H04L-012/66 Previous Publ. patent KR 2001092203

Abstract (Basic): KR 2001092203 A

NOVELTY - An internet phone system and a **call** connection method

Bode Akintola 13-Mar-03

are provided to connect a client connected to an IP network to a general telephone network and a wireless mobile telephone communication network free using an Internet phone gateway and an RTP tunnel for performing a telephone conversation.

DETAILED DESCRIPTION - An RTP tunnel(130) designates an address to a packet received from a client or a gateway so that the packet is reached to a destination and performs a function for forwarding the packet. A user web interface includes a subscriber information management process module, an advertisement module, a service contents module, and an Internet phone program. A prepaid point management server(220) manages a prepaid point generated when an advertisement or service contents provided from the user web interface so that a **subscriber** connected through the **user** web interface performs an Internet **telephone** conversation. A **subscriber** directory server(210) **stores** a **subscriber** information **profile** of the subscriber and manages the **stored** subscriber information profile. An advertisement/contents management system server(290) manages the advertisement or service contents provided from the user web interface.

pp; 1 DwgNo 1/10

Title Terms: TELEPHONE; SYSTEM; **CALL** ; CONNECT; METHOD

Derwent Class: W01

International Patent Class (Main): H04L-012/66

File Segment: EPI

13/5/39 (Item 12 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014252647 \*\*Image available\*\*

WPI Acc No: 2002-073347/200210

**Method for checking history of financial transaction by three party phone call**

Patent Assignee: TRUST & TRADE INC (TRAD-N)

Inventor: JUNG D G; SONG G D

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001073693	A	20010801	KR 20002473	A	20000119	200210 B

Priority Applications (No Type Date): KR 20002473 A 20000119

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001073693	A	1	G06F-017/60	

Abstract (Basic): KR 2001073693 A

NOVELTY - A financial transaction history check method is provided to enable a customer to **store** a voice message of no abnormal state in the transaction at a CTI(Computer **Telephone** Integration) server in checking a financial transaction **history** when the **customer** transacts financial services e.g. in an insurance or a stock service so that it can prevent a financial transaction accident.

DETAILED DESCRIPTION - The method comprises steps of a service operator receiving an arbitrary insurance contract application document at a branch office and making a CTI server, installed at a head office, connect a three party phone **call** , the service operator requesting a customer ID to the customer, asking if the history of the contract is correct and the customer signs an autograph on the contract, the CTI server **recording** the voice response of the customer at a memory, and the service operator approving the contract by using a terminal if the

operator determines that the contract is normal.  
pp; 1 DwgNo 1/10  
Title Terms: METHOD; CHECK; HISTORY; FINANCIAL; TRANSACTION; THREE; PARTY;  
TELEPHONE; **CALL**  
Derwent Class: T01  
International Patent Class (Main): G06F-017/60  
File Segment: EPI

**13/5/40** (Item 13 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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014227096 \*\*Image available\*\*  
WPI Acc No: 2002-047794/200206

**Method for receiving internet phone of intelligent ip terminal using  
lifetime number**

Patent Assignee: KOREA TELECOM (KOTE-N)  
Inventor: KIM M N  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001057106	A	20010704	KR 9958876	A	19991218	200206 B

Priority Applications (No Type Date): KR 9958876 A 19991218

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001057106	A	1	H04L-012/66	

Abstract (Basic): KR 2001057106 A

NOVELTY - A method for receiving an Internet phone of an intelligent IP terminal is provided to offer an Internet phone directory service for a public network applied to PSTN(Public Switching Telephone Network) with an intelligent terminal such as a PC, an H.323 terminal and an IP phone by using a lifetime number.

DETAILED DESCRIPTION - A registrant(60) registers his/her own lifetime number on a lifetime number system to map with an Internet protocol address of an intelligent terminal. Searching for the gateway address corresponding to the Internet protocol address of the registrant, and **stores** the Internet protocol address and the corresponding gateway address in the **profile** of the registrant. As a **user** (64) makes a **phone call** to the lifetime number of the registrant, a ring signal is transmitted to the registrant on the basis of the gateway address of the registrant. After finishing the **call**, if either the registrant or the user hangs up the phone, the **call** is released.

pp; 1 DwgNo 1/10  
Title Terms: METHOD; RECEIVE; TELEPHONE; INTELLIGENCE; IP; TERMINAL;  
LIFETIME; NUMBER  
Derwent Class: W01  
International Patent Class (Main): H04L-012/66  
File Segment: EPI

**13/5/41** (Item 14 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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014218230 \*\*Image available\*\*  
WPI Acc No: 2002-038928/200205

**Method for delivering message to arbitrary subscribers among mobile subscribers conforming to profile**

Patent Assignee: KOREA TELECOM (KOTE-N)

Inventor: KANG D Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001054838	A	20010702	KR 9955822	A	19991208	200205 B

Priority Applications (No Type Date): KR 9955822 A 19991208

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001054838	A	1	H04B-007/26	

Abstract (Basic): KR 2001054838 A

NOVELTY - A method for delivering a message to arbitrary subscribers among the mobile subscribers conforming to a profile is provided so that a subscriber can appoint conditions using a service provider's database, extract arbitrary subscriber, and transfer a voice message or a character message to them, when other **subscribers stores their profiles** in the database using their mobile **phones**.

DETAILED DESCRIPTION - If a generic or mobile phone subscriber **calls** a service provider up through a specific phone number(S100), the service provider sends the first announcement to request the subscriber to select one out of given items, such as subscriber **calling**, profile registration or profile deletion(S101). In case that the subscriber selects the profile registration(S102), the service provider judges whether it is possible to confirm the **calling** number(S300). In case that it is possible to confirm the **calling** number, the service provider sends the seventh announcement so that the **caller** can input his profile information through the keypad(S311,S312). Then the service **provider stores the telephone number and the inputted profile** in a database(S313).

pp; 1 DwgNo 1/10

Title Terms: METHOD; DELIVER; MESSAGE; ARBITRARY; SUBSCRIBER; MOBILE; SUBSCRIBER; CONFORM; PROFILE

Derwent Class: W02

International Patent Class (Main): H04B-007/26

File Segment: EPI

**13/5/42 (Item 15 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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014190325 \*\*Image available\*\*

WPI Acc No: 2002-011022/200201

XRPX Acc No: N02-009166

**Answering service for e.g. mobile telephone in which different ringing modes can be selected for different subscriber profiles stored in the telephone**

Patent Assignee: NOKIA CORP (OYNO ); NOKIA NETWORKS OY (OYNO )

Inventor: VITIKAINEN T; HEIKKINEN H

Number of Countries: 095 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200178364	A1	20011018	WO 2001FI340	A	20010406	200201 B
FI 200000834	A	20011008	FI 2000834	A	20000407	200202
FI 200001068	A	20011008	FI 20001068	A	20000508	200202
AU 200152311	A	20011023	AU 200152311	A	20010406	200213



Priority Applications (No Type Date): FI 20001068 A 20000508; FI 2000834 A 20000407

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200178364 A1 E 24 H04M-003/527

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

FI 200000834 A H04M-000/00

FI 200001068 A H04M-003/50

AU 200152311 A H04M-003/527 Based on patent WO 200178364

Abstract (Basic): WO 200178364 A1

NOVELTY - Gives different messages depending on user profile selected by **called** subscriber and/or identify of **calling** subscriber and also different ringing modes. The users selects from several profiles with the associated parameters. The parameters which are **stored** in the memory (M1') of the subscriber's terminal (1'') include message parameters (MSG1, MSG2, MSG3) which identify messages (A, B, C) that are associated with the respective profiles.

USE - For e.g. mobile telephone.

ADVANTAGE - Improved user-friendliness with easier updating of answering service information.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic diagram of the user terminal and network element.

Memory (M1')

Message parameters (MSG1, MSG2, MSG3)

Messages (A, B, C)

Subscriber's terminal (1'')

Network element (5')

pp; 24 DwgNo 3/4

Title Terms: ANSWER; SERVICE; MOBILE; TELEPHONE; RING; MODE; CAN; SELECT; SUBSCRIBER; PROFILE; STORAGE; TELEPHONE

Derwent Class: W01; W02

International Patent Class (Main): H04M-000/00; H04M-003/50; H04M-003/527

International Patent Class (Additional): H04Q-003/00; H04Q-007/22;

H04Q-007/38

File Segment: EPI

13/5/43 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014141009 \*\*Image available\*\*

WPI Acc No: 2001-625220/200172

XRPX Acc No: N01-465980

**Telephone identifying information using method for providing personalized content over telephone interface, involves accessing and updating user profile with computer**

Patent Assignee: TELLME NETWORKS INC (TELL-N)

Inventor: ACCARDI A; BRATHWAITE R S; DAVIS A M; GIANNANDREA J; LI Z; MCCUE M S; PARTOVI H; PORTER B W; WALTHER E

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200130058	A2	20010426	WO 2000US41448	A	20001019	200172 B

Bode Akintola 13-Mar-03

AU 200126158 A 20010430 AU 200126158 A 20001019 200172

Priority Applications (No Type Date): US 99426102 A 19991022

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200130058 A2 E 50 H04M-003/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP  
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT  
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200126158 A H04M-003/00 Based on patent WO 200130058

Abstract (Basic): WO 200130058 A2

NOVELTY - **Telephone** identifying information is used to access a **user profile**. A computer is used to update the user profile and to include a **record** of actions. The suggestions are presented over the telephone interface based on the **record** of actions. The suggestions include at least one of topic, subtopic, a content and an item for sale.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) Computer system using telephone identifying information to present information over telephone interface;

(b) Computer system having user personalized profiles

USE - For providing personalized content over telephone interface using computer.

ADVANTAGE - The method provides personalized information content over telephone. The creation of voice portal is also supported. The voice portal uses **telephone** identifying information to select or create **user profile** to associate with a particular piece of **telephone** identifying information. The personalized content presented during a **telephone call** is specific to that **user** based on **profile** associated with **telephone** identifying information.

DESCRIPTION OF DRAWING(S) - The figure illustrates system used to provide personalized content to users of telephones:

pp; 50 DwgNo 1/5

Title Terms: TELEPHONE; IDENTIFY; INFORMATION; METHOD; CONTENT; TELEPHONE; INTERFACE; ACCESS; UPDATE; USER; PROFILE; COMPUTER

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/00

International Patent Class (Additional): H04M-003/487

File Segment: EPI

13/5/44 (Item 17 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014065668 \*\*Image available\*\*

WPI Acc No: 2001-549881/200161

Related WPI Acc No: 2001-536381; 2001-536382; 2001-541413; 2002-061540;  
2002-096925

XRPX Acc No: N01-408489

**Audio signal pre-fetching method for use in telephone system, involves retrieving required audio signal for user contacted through telephone and converting it to packet based signal conforming to telephone packet protocol**

Patent Assignee: INFORMIO INC (INFO-N)

Inventor: JIMENEZ R; PICARD D

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200152509	A2	20010719	WO 2001US474	A	20010105	200161 B
AU 200126336	A	20010724	AU 200126336	A	20010105	200166

Priority Applications (No Type Date): US 2000195737 P 20000407; US 2000175034 P 20000107; US 2000195645 P 20000407

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200152509	A2	E	37	H04M-003/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200126336 A H04M-003/00 Based on patent WO 200152509

Abstract (Basic): WO 200152509 A2

NOVELTY - A system greeting is provided to the **user** of audio web telephone system (100) on establishing **telephone call** with the **user** through **telephone**. The **user profile** is determined, based on which audio signals are retrieved from internet protocol network and **stored**. A particular audio signal requested by the user is retrieved from the **stored** signals and converted to packet based signal according to a telephone packet protocol.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) Audio signal prefetching method for multiple users;

(b) Audio web telephone system

USE - In audio web telephone system for providing advertisement, weather information, auction, web site information. Also for retrieving audio application attachments to e-mail.

ADVANTAGE - Pre-fetching of audio signals, minimizes operation delay in the audio web telephone system.

DESCRIPTION OF DRAWING(S) - The figure shows a simplified block diagram of an audio web telephone system architecture.

Audio-web telephone system (100)

pp; 37 DwgNo 2/6

Title Terms: AUDIO; SIGNAL; PRE; FETCH; METHOD; TELEPHONE; SYSTEM;

RETRIEVAL; REQUIRE; AUDIO; SIGNAL; USER; CONTACT; THROUGH; TELEPHONE;

CONVERT; PACKET; BASED; SIGNAL; CONFORM; TELEPHONE; PACKET; PROTOCOL

Derwent Class: W01

International Patent Class (Main): H04M-003/00

File Segment: EPI

13/5/45 (Item 18 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013904157 \*\*Image available\*\*

WPI Acc No: 2001-388370/200141

XRPX Acc No: N01-285503

Message generating method during call -in-progress, involves identifying subscriber profile and preset event by monitoring connection of other telephone, is stored in subscriber profile and generating preset message

Patent Assignee: MEDIAONE GROUP INC (MEDI-N); QWEST COMMUNICATIONS INT INC (QWES-N)

Inventor: NABKEL J S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6178231	B1	20010123	US 97937578	A	19970925	200141 B

Priority Applications (No Type Date): US 97937578 A 19970925

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6178231	B1	7	H04M-011/00	

Abstract (Basic): US 6178231 B1

NOVELTY - Connection being attempted between subscriber telephone and other telephone is detected to determine ID number of other **telephone** . If the determined ID number is **stored** in **subscriber profile** , connection between **subscriber telephone** and other **telephone** is monitored to identify predetermined event. The predetermined message is generated based on predetermined event and subscriber profile.

DETAILED DESCRIPTION - If ID is not **stored** in the subscriber profile, the subscriber is prompted to authorize **call** attendant monitoring of the connection. The predetermined message informs elapsed time, remaining time for **call** termination or current time. An INDEPENDENT CLAIM is also included for message generating system.

USE - For generating message during selected **calls** -in-progress in telecommunication system.

ADVANTAGE - Predetermined telephone messages are generated to assist the subscriber in terminating the **call** , thereby amount of time spent on **call** can be limited.

DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram for **call** processing method.

pp; 7 DwgNo 2/3

Title Terms: MESSAGE; GENERATE; METHOD; **CALL** ; PROGRESS; IDENTIFY;

SUBSCRIBER; PROFILE; PRESET; EVENT; MONITOR; CONNECT; TELEPHONE; STORAGE;

SUBSCRIBER; PROFILE; GENERATE; PRESET; MESSAGE

Derwent Class: T01; W01

International Patent Class (Main): H04M-011/00

File Segment: EPI

13/5/46 (Item 19 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013815521 \*\*Image available\*\*

WPI Acc No: 2001-299733/200131

XRPX Acc No: N01-215040

**Hybrid communication system for providing voice mail to users of IP telephones, includes CTI driver which reconfigures PBX such that the call is forwarded to voice mail system, when IP telephone is unavailable**

Patent Assignee: STARVOX INC (STAR-N)

Inventor: BARRY R B; CHANG G K; DUFFY J; RAAD S R

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200106740	A2	20010125	WO 2000US19209	A	20000714	200131 B
AU 200063465	A	20010205	AU 200063465	A	20000714	200134

Priority Applications (No Type Date): US 99143817 P 19990714

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200106740 A2 E 74 H04M-003/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA  
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP  
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT  
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200063465 A H04M-003/00 Based on patent WO 200106740

Abstract (Basic): WO 200106740 A2

NOVELTY - User configures phantom port on PBX (12) to forward calls to IP telephone. Call setup request for call directed to port is received and station or trunk driver forwards to gateway server software. The software forwards call setup requests to IP/PBX call manager in IP/PBX telephone system (33). On availability of IP telephone, CTI driver reconfigures PBX so that call is forwarded to voice mail system.

DETAILED DESCRIPTION - The phantom port is reconfigured to forward calls to voice mail system and the call is forwarded. An INDEPENDENT CLAIM is also included for method of providing voice mail to an IP telephone.

USE - Hybrid communication system integrating IP/PBX telephone system with communication system having IP network to and public switched telephone network to provide unified voice mail to users of IP telephone.

ADVANTAGE - The system achieves an integrated voice gateway system which provides both PBX telephone users and IP telephone uses with a common voice mail system. Provides an integrated system which tracks any modifications to a **profile** of any **telephone user** in the enterprise. Sets up **call** automatically between **calling** party and **called** party as soon as called party hangs up.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram of high level network architecture for various gateway configurations. PBX (12)

Gateway server (31)

IP/PBX telephone system (33)

pp; 74 DwgNo 1/31

Title Terms: HYBRID; COMMUNICATE; SYSTEM; VOICE; MAIL; USER; IP; TELEPHONE; DRIVE; RECONFIGURE; PBX; CALL; FORWARDING; VOICE; MAIL; SYSTEM; IP; TELEPHONE; UNAVAILABLE

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/00

File Segment: EPI

13/5/47 (Item 20 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013805934 \*\*Image available\*\*

WPI Acc No: 2001-290146/200130

XRPX Acc No: N01-207278

**Stock exchange information distribution arrangement for subscribers, has message sender sending message via different form of senders, so that action to be executed is selected by subscriber while receiving message**

Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF )

Inventor: ROOMER R

Number of Countries: 086 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200078067	A1	20001221	WO 99EP4108	A	19990611	200130 B
AU 9945133	A	20010102	AU 9945133	A	19990611	200130
			WO 99EP4108	A	19990611	

Priority Applications (No Type Date): WO 99EP4108 A 19990611

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200078067	A1	E	25	H04Q-007/22	
Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZA ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW					
AU 9945133	A			H04Q-007/22	Based on patent WO 200078067

Abstract (Basic): WO 200078067 A1

NOVELTY - A system server (17) is connected to internet (11), GSM network (1) and an external system interface (20). A message generator generates messages according to **profile** specified beforehand by the **subscriber**, so that action like **phone call** initiation, financial transaction to be executed, is selected by subscriber, as message is received.

DETAILED DESCRIPTION - A message sender sends the message via SMS sender, voice response unit sender-receiver, E-mail, facsimile, data message senders, selectively to the subscriber.

USE - For use in service solution in telecommunication network.

ADVANTAGE - Efficient solution is provided for distributing stock exchange information to the subscribers, thus the subscriber can handle his investments and initiate transaction without delay, using his mobile phone. The communication from subscriber to the service provider or third parties is also ensured.

DESCRIPTION OF DRAWING(S) - The figure shows an illustrative diagram showing general architecture of network arrangement.

GSM network (1)  
Internet (11)  
System server (17)  
System interface (20)  
pp; 25 DwgNo 1/4

Title Terms: STOCK; EXCHANGE; INFORMATION; DISTRIBUTE; ARRANGE; SUBSCRIBER; MESSAGE; SEND; SEND; MESSAGE; FORM; SEND; SO; ACTION; EXECUTE; SELECT; SUBSCRIBER; RECEIVE; MESSAGE

Derwent Class: T01; W01; W02

International Patent Class (Main): H04Q-007/22

File Segment: EPI

13/5/48 (Item 21 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013788130

WPI Acc No: 2001-272341/200128

XRPX Acc No: N01-194458

**Mobile phone using user -defined location-dependent profiles that are optimized for specific environments such as ring volume, call diverting and call screening**

Patent Assignee: ANONYMOUS (ANON )

Number of Countries: 001 Number of Patents: 001

Bode Akintola 13-Mar-03

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
RD 438021	A	20001010	RD 2000438021	A	20000920	200128 B

Priority Applications (No Type Date): RD 2000438021 A 20000920

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
RD 438021	A	1	H04B-000/00	

Abstract (Basic): RD 438021 A

NOVELTY - A prerequisite is some means for a mobile phone to determine its position, preferably a global positioning system and the end user can identify and **store** one or more locations and the associated user-configured profiles with each location on a database. The user can then choose whether or not to enable automatic profile updating which causes the phone to check its current location periodically and to load the profile associated with a **stored** location when matched. Optionally, the user may manually associate a profile with a location and is prompted as to whether the association should be **stored** for automatic updating.

USE - Automatically changing profiles in a mobile phone based on its detected location.

pp; 1 DwgNo 0/0

Title Terms: MOBILE; TELEPHONE; USER; DEFINE; LOCATE; DEPEND; PROFILE; SPECIFIC; ENVIRONMENT; RING; VOLUME; **CALL** ; DIVERT; **CALL** ; SCREEN

Derwent Class: W01; W02

International Patent Class (Main): H04B-000/00

File Segment: EPI

13/5/49 (Item 22 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013783499 \*\*Image available\*\*

WPI Acc No: 2001-267710/200128

XRPX Acc No: N01-191603

**Terminal operating method in communications network - deciding which subscriber profile is utilized at call to or from communications terminal through service logic in communications network**

Patent Assignee: SIEMENS AG (SIEI )

Inventor: NIEPEL A; REIMER U; RUESSMANN M

Number of Countries: 025 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1091604	A2	20010411	EP 2000120877	A	20000925	200128 B
DE 19947077	A1	20010510	DE 1047077	A	19990930	200128
DE 19947077	C2	20020110	DE 1047077	A	19990930	200206

Priority Applications (No Type Date): DE 1047077 A 19990930

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
EP 1091604	A2 G	7	H04Q-007/32	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

DE 19947077 A1 H04Q-007/24

DE 19947077 C2 H04Q-007/24

Abstract (Basic): EP 1091604 A

The method involves operating a communications terminal (KE) in a

communications network, which is associated with a subscriber identification number (IMSI). At least two phone numbers (MSISDNa, MSISDNb) are associated with the subscriber identification number, and each phone number is associated with a subscriber profile (a, b).

A service logic in the communications network decides which subscriber profile is utilized at a **call** to or from the communications terminal. The **subscriber profile** to be used is indicated through the dialed **phone** number at an incoming **call**, and the subscriber is visually or acoustically notified, at which phone number the incoming call is directed.

USE - Especially for mobile telephone network, e.g. GSM.

ADVANTAGE - Enables flexible association of several subscriber profiles with subscriber identification module, and simple and comfortable administration of profiles.

Dwg.1/2

Title Terms: TERMINAL; OPERATE; METHOD; COMMUNICATE; NETWORK; DECIDE; SUBSCRIBER; PROFILE; CALL; COMMUNICATE; TERMINAL; THROUGH; SERVICE; LOGIC ; COMMUNICATE; NETWORK

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/24; H04Q-007/32

International Patent Class (Additional): H04B-007/26; H04M-001/00; H04Q-007/38

File Segment: EPI

**13/5/50 (Item 23 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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013626026 \*\*Image available\*\*

WPI Acc No: 2001-110234/200112

XRPX Acc No: N01-402956

**System and method for providing a selective prepaid mobile telephone service uses a destination number dialling method through call registering, receiving and processing steps.**

Patent Assignee: TELCOIN CO LTD (TELC-N); LEE J H (LEEJ-I); TELCOIN JH (TELC-N)

Inventor: LEE J H; LEE J

Number of Countries: 094 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2000024283	A	20000506	KR 20005249	A	20000202	200112 B
WO 200158031	A1	20010809	WO 2001KR151	A	20010202	200161
AU 200132392	A	20010814	AU 200132392	A	20010202	200173
KR 333110	B	20020418	KR 20005249	A	20000202	200269

Priority Applications (No Type Date): KR 20005249 A 20000202

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

KR 2000024283 A H04Q-001/30

WO 200158031 A1 E 53 H04B-001/38

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200132392 A H04B-001/38 Based on patent WO 200158031

KR 333110 B H04Q-001/30 Previous Publ. patent KR 2000024283

Abstract (Basic): WO 200158031 A1

Bode Akintola 13-Mar-03



NOVELTY - First, a selective prepaid mobile telephone service (SPPS) with a not-registered, a registered-but-not-activated or registered-and-activated value is held in a **subscriber profile**. Second, a mobile **telephone call** is received and processed. Finally, the **call** received is treated as a general **call** if the SPPS field is set as not-registered or registered-but-not-activated but it is treated as a prepaid call if the SPPS field is set as registered-and-activated.

USE - In mobile telephone services.

ADVANTAGE - Deposit money capable of being used for the selective prepaid mobile telephone service can be accumulated by using compensation acquired from Web servers on the Internet.

DESCRIPTION OF DRAWING(S) - The drawing shows a logical flow diagram of the present invention step by step.

pp; 53 DwgNo 2/4

Title Terms: SYSTEM; METHOD; SELECT; PREPAYMENT; MOBILE; TELEPHONE; SERVICE ; DESTINATION; NUMBER; DIAL; METHOD; THROUGH; CALL; REGISTER; RECEIVE; PROCESS; STEP

Derwent Class: W01; W02

International Patent Class (Main): H04B-001/38; H04Q-001/30

File Segment: EPI

13/5/51 (Item 24 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013575305 \*\*Image available\*\*

WPI Acc No: 2001-059512/200107

XRPX Acc No: N01-044397

**Method for accessing information identifying telephone services, e.g. call waiting, caller ID, flexible calling, involves enabling telephone services assigned to first communication device**

Patent Assignee: SIEMENS INFORMATION & COMMUNICATIONS NET (SIEI )

Inventor: BEYDA W J; SHAFFER S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6125108	A	20000926	US 9854856	A	19980402	200107 B

Priority Applications (No Type Date): US 9854856 A 19980402

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6125108	A	14	H04L-012/16	

Abstract (Basic): US 6125108 A

NOVELTY - The method involves enabling telephone services assigned to a first communication device by enabling telephone services indicated within accessed data if the accessed data is a first user profile. The data at a first physical address are accessed in a memory space after communication with the first communication device is performed in response to a request for access to a communication link.

DETAILED DESCRIPTION - The first physical address is transmitted to the first communication device for storage in a second memory remote from a main memory an accessible by operation of the first communication device. The **user service profiles** indicating sets of **telephone services** assigned to **individual** communication devices are **stored** in the main memory. Each user service profile is made specific to one of the communication devices. The storage of the **user service profiles** includes the entering of the first **user service profile** indicating **telephone services** assigned to the first communication

device. The first **user** service **profile** includes the first physical address in the memory space of the main memory. INDEPENDENT CLAIMS are also included for the following:

- (a) a system for providing client identification;
- (b) and a method for providing client identification.

USE - For accessing information identifying telephone services, e.g. **call** waiting, **caller** ID, flexible **calling** provided to communication device e.g. telephone, internet protocol (IP) telephony device.

ADVANTAGE - Establishes communication links and provides high efficiency client identification during establishment of a communication link. Enables communication device to identify the physical location in main memory at which the appropriate user service profile might be accessed.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart of utilizing enhanced client identification system to enable **call** services in a user communication device utilizing a user service profile address transmitted from the user communication device.

pp; 14 DwgNo 4/6

Title Terms: METHOD; ACCESS; INFORMATION; IDENTIFY; TELEPHONE; SERVICE; **CALL** ; WAIT; **CALL** ; ID; FLEXIBLE; **CALL** ; ENABLE; TELEPHONE; SERVICE; ASSIGN; FIRST; COMMUNICATE; DEVICE

Derwent Class: W01

International Patent Class (Main): H04L-012/16

File Segment: EPI

13/5/52 (Item 25 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013312617 \*\*Image available\*\*

WPI Acc No: 2000-484554/200043

XRPX Acc No: N00-360246

**Graphical message notifications use graphic images related to caller to append to notification of message left by caller**

Patent Assignee: NORTEL NETWORKS CORP (NELE )

Inventor: BRENNAN P M; CRUICKSHANK B; LUMSDEN J E

Number of Countries: 027 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1017214	A2	20000705	EP 99310512	A	19991223	200043 B
CA 2287146	A1	20000628	CA 2287146	A	19991022	200045
BR 9905985	A	20000829	BR 995985	A	19991227	200046

Priority Applications (No.Type Date): US 98220962 A 19981228

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 1017214 A2 E 34 H04M-003/50

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

CA 2287146 A1 E H04L-012/54

BR 9905985 A H04M-003/533

Abstract (Basic): EP 1017214 A2

NOVELTY - The communication system includes a messaging server, e.g. a voice messaging server (70). When a **caller** is directed to the server, a message can be **recorded** (20). At the same time a graphical image relating to the **caller** along with a notification message (22) of the **call** . The graphical image may be retrieved from a user profile

(18) of the **caller** . When a user requests notification of messages, the notifications and graphic images are moved to a suitable terminal (16).

USE - Provision of graphical images related to **recorded** messages  
ADVANTAGE - By adding a graphical image to the message notification the user is assisted in responding to messages

DESCRIPTION OF DRAWING(S) - Messaging system

**Profile of telephone users** (18)

Conventional message database (20)

Database of notification messages including graphic images from profile database (22)

pp; 34 DwgNo 1/17

Title Terms: GRAPHICAL; MESSAGE; GRAPHIC; IMAGE; RELATED; **CALL** ; APPENDAGE  
; NOTIFICATION; MESSAGE; LEFT; **CALL**

Derwent Class: W01

International Patent Class (Main): H04L-012/54; H04M-003/50; H04M-003/533

International Patent Class (Additional): H04M-003/533

File Segment: EPI

**13/5/53 (Item 26 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

013091885 \*\*Image available\*\*

WPI Acc No: 2000-263757/200023

XRPX Acc No: N00-197254

**Communication network switching system for telephone , has user information database to store aural profile corresponding to user discriminative information based on which communication service control is performed**

Patent Assignee: OKI ELECTRIC IND CO LTD (OKID )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000069172	A	20000303	JP 98231893	A	1998081	200023 B

Priority Applications (No Type Date): JP 98231893 A 19980818

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000069172	A		6 H04M-003/42	

Abstract (Basic): JP 2000069172 A

NOVELTY - User contract table (10) **stores** communication contract service situation based on user discriminative information. User information database (20) **stores** aural profile based on user discriminative information and aural conversion synthesizer (30) converts aural profile. Control unit (40) performs communication service which outputs audio signal, when **called** party is a contractor of communication service. USE For telephone and facsimile. ADVANTAGE - Eliminates unnecessary reception of **calls** due to **calling** party's carelessness such as wrong dialing. Reduces utilization fee collected by connection with **call** companion. DESCRIPTION OF DRAWING(S) - The figure shows communication network system. (10) User contract table; (20) User information database; (30) Aural conversion synthesizer; (40) Control unit.

Dwg.1/6

Title Terms: COMMUNICATE; NETWORK; SWITCH; SYSTEM; TELEPHONE; USER; INFORMATION; DATABASE; STORAGE; AURAL; PROFILE; CORRESPOND; USER; DISCRIMINATE; INFORMATION; BASED; COMMUNICATE; SERVICE; CONTROL;

PERFORMANCE

Derwent Class: W01  
International Patent Class (Main): H04M-003/42  
File Segment: EPI

13/5/54 (Item 27 from file: 350)

DIALOG(R) File 350:Derwent WPIX  
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013052630 \*\*Image available\*\*

WPI Acc No: 2000-224485/200019

XRPX Acc No: N00-168213

**Communication signal switching control method for use in communication network, involves switching communication signal from calling to receiving terminals if calling time is after start time and before stop time**

Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF )

Inventor: LENC D

Number of Countries: 088 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200010346	A1	20000224	WO 99AU646	A	19990810	200019 B
AU 9953644	A	20000306	AU 9953644	A	19990810	200030

Priority Applications (No Type Date): AU 985258 A 19980814

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200010346 A1 E 43 H04Q-007/14

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN  
CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP  
KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 9953644 A H04Q-007/14 Based on patent WO 200010346

Abstract (Basic): WO 200010346 A1

NOVELTY - A portion of one zone is displaced within visually distinct areas to automatically set one or both of the start time and stop time in data field. The communication signal is switched from calling terminal (4) to receiving terminals (5,6), if calling time is after the start time and before stop time.

DETAILED DESCRIPTION - The start and stop time are partially selected from one or more menus of predefined choices displayed on visual display (18). The position of respective zone boundaries are adjusted to correspond to start and stop time. Two or more visually distinct zones are created within visually distinct areas with each zone representing distinct, continuous time duration. An INDEPENDENT CLAIM is also included for communication signal switching control program.

USE - For controlling switching of time dependent telephone call forwarding in telecommunication network.

ADVANTAGE - Provides graphical **user** interface which enables **user** of **call**-forwarding and **telephone** services to easily manage own **customer profile** without requiring intervention of network operator or use of complex **telephone** key sequences.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram illustrating communication network.

Calling terminal (4)

Receiving terminals (5,6)  
 Visual display (18)  
 pp; 43 DwgNo 1/9  
 Title Terms: COMMUNICATE; SIGNAL; SWITCH; CONTROL; METHOD; COMMUNICATE;  
 NETWORK; SWITCH; COMMUNICATE; SIGNAL; CALL; RECEIVE; TERMINAL; CALL; TIME  
 ; AFTER; START; TIME; STOP; TIME  
 Derwent Class: T01; W01  
 International Patent Class (Main): H04Q-007/14  
 File Segment: EPI

13/5/55 (Item 28 from file: 350)  
 DIALOG(R) File 350:Derwent WPIX  
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013024590 \*\*Image available\*\*  
 WPI Acc No: 2000-196441/200018  
 XRPX Acc No: N00-145436

**Connection construction control method in mobile communications system - forwarding private call number profile of subscriber at movement in visitor network, and storing profile by update procedure in further subscriber database, dependent on current whereabouts of subscriber**

Patent Assignee: SIEMENS AG (SIEI )

Inventor: DZUBAN S; ERFURT F; FOELL U; LEITGEB M; NIEPEL A; REIMER U;  
 SCHENDEL J

Number of Countries: 022 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 19839016	A1	20000302	DE 1039016	A	19980827	200018 B
WO 200013445	A1	20000309	WO 99DE2696	A	19990827	200020
EP 1108341	A1	20010620	EP 99953627	A	19990827	200135
			WO 99DE2696	A	19990827	
CN 1315123	A	20010926	CN 99810120	A	19990827	200206
JP 2002525941	W	20020813	WO 99DE2696	A	19990827	200267
			JP 2000571108	A	19990827	

Priority Applications (No Type Date): DE 1039016 A 19980827

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
DE 19839016	A1		5	H04Q-007/38	
WO 200013445	A1	G			

Designated States (National): CN JP US

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
 MC NL PT SE

EP 1108341 A1 G H04Q-007/38 Based on patent WO 200013445

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI  
 LU MC NL PT SE

CN 1315123 A H04Q-007/38

JP 2002525941 W 22 H04Q-007/36 Based on patent WO 200013445

Abstract (Basic): DE 19839016 A

The method involves **storing** subscriber-specific data of each mobile subscriber registered in his home network (HPLMN) in at least one subscriber database (HLR), and entering the data through an update procedure (LUP) at a movement of the subscriber in a further subscriber database (VLR), dependent on its current whereabouts. Connections to or from a communications terminal (MS) of the mobile subscriber are set up by an exchange (MSC) coupled with the further subscriber database.

A **call** number profile (R-CSI) is additionally **stored** in the **subscriber** database of the home network, having universally valid **telephone** numbers (No1, No2) for all registered mobile **subscribers**.

The **call number profile** is forwarded at movement of the respective subscriber in a visitor network (VPLMN), and is **stored** by the update procedure in the further **subscriber** database. The **phone** numbers of the **call number profile** are compared by the exchange in the visitor network with a target telephone number (CldPA) chosen by the subscriber for a connection outgoing from the communications terminal. A connection is set up at agreement of the numbers, to a service control arrangement (SCP) which converts the forwarded target telephone number into a new target telephone number (CldPA\*), and returns it to the exchange for a further connection construction.

USE - Especially in UMTS.

ADVANTAGE - Enables use of telephone numbers familiar to subscriber outside his home network.

Dwg.1/1

Title Terms: CONNECT; CONSTRUCTION; CONTROL; METHOD; MOBILE; COMMUNICATE; SYSTEM; FORWARDING; PRIVATE; **CALL** ; NUMBER; PROFILE; SUBSCRIBER; MOVEMENT; VISIT; NETWORK; STORAGE; PROFILE; UPDATE; PROCEDURE; SUBSCRIBER ; DATABASE; DEPEND; CURRENT; SUBSCRIBER

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/36; H04Q-007/38

International Patent Class (Additional): H04L-012/28

File Segment: EPI

**13/5/56 (Item 29 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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012711270 \*\*Image available\*\*

WPI Acc No: 1999-517381/199943

XRPX Acc No: N99-384666

**Wireless telephone fraud detection system**

Patent Assignee: CELLULAR TECH SERVICES CO INC (CELL-N)

Inventor: KAPLAN D; SHARMA C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5940751	A	19990817	US 96669773	A	19960627	199943 B

Priority Applications (No Type Date): US 96669773 A 19960627

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5940751	A		18	H04Q-007/20	

Abstract (Basic): US 5940751 A

NOVELTY - A decision engine (111) designates subsequent communication as valid based on output of fingerprint analyzer that classifies unauthenticated telephone as authorized or fraudulent and communication parameter data storage area (112).

DETAILED DESCRIPTION - A fingerprint analyzer (116) classifies an unauthenticated wireless telephone as authorized or fraudulent based on transmission characteristics of unauthenticated transmitter.

Communication parameters of authorized transmitter are **stored** in data storage area. INDEPENDENT CLAIMS are also included for the following:

(a) system for processing wireless telephone communication signals;

(b) method for processing wireless telephone communication signals

USE - For fraud detection in cellular telephone system.

ADVANTAGE - Periodical updating to **store** new data associated with authorized wireless **telephone** is enabled. Provides **customer call**

**profile** data in simple format that can be readily analyzed, thereby reducing possibility of incorrection rejection of valid **call** .

DESCRIPTION OF DRAWING(S) - The figure shows block diagram of wireless telephone fraud detection system.

Decision engine (111)

Data storage area (112)

Fingerprint analyzer (116)

pp; 18 DwgNo 4/5

Title Terms: WIRELESS; TELEPHONE; FRAUD; DETECT; SYSTEM

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/20

File Segment: EPI

**13/5/57 (Item 30 from file: 350)**

DIALOG(R) File 350:Derwent WPIX

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012702855 \*\*Image available\*\*

WPI Acc No: 1999-508966/199942

XRPX Acc No: N99-379275

**Terminal allocation method for virtual private network - defining user profile for each subscriber in self contained sub- network and allocated user profile to any terminal when subscriber wants to use network**

Patent Assignee: SIEMENS AG (SIEI )

Inventor: HAGEMANN J

Number of Countries: 021 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9943138	A1	19990826	WO 98DE3520	A	19981130	199942 B
BR 9815659	A	20001024	BR 9815659	A	19981130	200058
			WO 98DE3520	A	19981130	
EP 1057313	A1	20001206	EP 98965593	A	19981130	200064
			WO 98DE3520	A	19981130	

Priority Applications (No Type Date): DE 1006588 A 19980217

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9943138 A1 G 17 H04M-003/42

Designated States (National): BR JP US

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

BR 9815659 A H04M-003/42 Based on patent WO 9943138

EP 1057313 A1 G H04M-003/42 Based on patent WO 9943138

Designated States (Regional): DE ES FR GB IT

Abstract (Basic): WO 9943138 A

The method involves defining a user profile for each subscriber in a self contained sub-network. The user profile can be allocated to any terminal when a subscriber wants to use the network. Preferably, several possible user profiles are defined for one user. One user profile is selected from all the user profiles for the user dependent on the used terminal.

A terminal can only be used if a **user profile** was allocated before. The **user profile** includes allowed destination **telephone** numbers or **call** number areas to which the user can be connected.

USE - E.g. for mobile telephones.

ADVANTAGE - Facilitates passing on communication terminal to other users.

Dwg.1/2

Title Terms: TERMINAL; ALLOCATE; METHOD; VIRTUAL; PRIVATE; NETWORK; DEFINE;  
USER; PROFILE; SUBSCRIBER; SELF; CONTAIN; SUB; NETWORK; ALLOCATE; USER;  
PROFILE; TERMINAL; SUBSCRIBER; NETWORK  
Derwent Class: W01; W02  
International Patent Class (Main): H04M-003/42  
International Patent Class (Additional): H04Q-007/22  
File Segment: EPI

13/5/58 (Item 31 from file: 350)

DIALOG(R) File 350:Derwent WPIX  
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012317500 \*\*Image available\*\*  
WPI Acc No: 1999-123606/199911  
XRPX Acc No: N99-090485

**Selective password use method for cellular telephone system - involves portable telephone maintaining list of called or calling numbers and if new number occurs, requesting PIN before proceeding with call and storing new number in list**

Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE )

Inventor: HAIMI-COHEN R

Number of Countries: 028 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 896486	A2	19990210	EP 98306017	A	19980728	199911 B
CA 2243823	A	19990206	CA 2243823	A	19980723	199929
US 5983093	A	19991109	US 97906817	A	19970806	199954
MX 9806226	A1	19990901	MX 986226	A	19980803	200067

Priority Applications (No Type Date): US 97906817 A 19970806

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 896486	A2	E	19	H04Q-007/22	
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT  
LI LT LU LV MC MK NL PT RO SE SI

CA 2243823	A			H04Q-007/38	
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US 5983093	A			H04Q-007/20	
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MX 9806226	A1			H04L-001/00	
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Abstract (Basic): EP 896486 A

The method uses portable telephones that contain a number history list. (223). The handsets' also have a PIN memory (221). When the **user** enters a **telephone** number that does not exist in the lhistory list, re-dial or speed dial lists, the user is required to enter a PIN before the **call** is connected.

Similarly, if a **call** is received that is not in a list, the PIN has to be entered to receive it. Counts can be used to determine which entries to drop from the list when it becomes full. The history list can be **stored** within the communications system which performs the check and requests PIN entry

USE - Protecting cellular telephones from use after theft.

ADVANTAGE - By only requiring PIN entry for new numbers legitimate user is rarely inconvenienced while use after theft is still prevented.

DESCRIPTION OF DRAWING - Cellular telephone structure. List of parts: (221) User Password; (223-227) Lists of known numbers.



Dwg.2/10  
Title Terms: SELECT; PASSWORD; METHOD; CELLULAR; TELEPHONE; SYSTEM;  
PORTABLE; TELEPHONE; MAINTAIN; LIST; **CALL** ; **CALL** ; NUMBER; NEW; NUMBER;  
OCCUR; REQUEST; PIN; PROCEED; **CALL** ; STORAGE; NEW; NUMBER; LIST  
Derwent Class: W01; W02  
International Patent Class (Main): H04L-001/00; H04Q-007/20; H04Q-007/22;  
H04Q-007/38  
International Patent Class (Additional): H04M-001/66; H04Q-007/32  
File Segment: EPI

13/5/59 (Item 32 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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012292471 \*\*Image available\*\*  
WPI Acc No: 1999-098577/199909  
XRPX Acc No: N99-071865

**Profile controlled filtering message retrieval system for e-mail and voice mail messages - includes message server and profile database, user can dial up server from telephone or computer and define specific profile for filtering messages to be picked up**

Patent Assignee: MITEL CORP (MTLC ); MITEL KNOWLEDGE CORP (MTLC )

Inventor: PINARD D L; PINARD D

Number of Countries: 001 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2328110	A	19990210	GB 9716393	A	19970801	199909 B
GB 2328110	B	20011212	GB 9716393	A	19970801	200205

Priority Applications (No Type Date): GB 9716393 A 19970801

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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GB 2328110	A	14	H04M-003/50	
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GB 2328110	B		H04M-003/50	
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Abstract (Basic): GB 2328110 A

The system includes a message server (7) connected to voice mail (5) and e-mail (3) databases through LAN (1). A user agent (25) - this may be a software implemented Windows (RTM) application - represents the user in the system and is used to define message profiles which are **stored** in the profile database (27).

The user dials up the message server from e.g. a laptop computer or telephone, via PSTN (13) and MVIP (9). In the case of a voice **call** a trunk agent (29) implements digit translation or button identification. The trunk agent passes a profile request to the user agent which obtains the relevant profile from the databases. The user agent then retrieves the users message from the databases according to the criteria (e.g. priority, length of message, sender, etc.) laid down in the profile.

USE - When user wishes to retrieve only some of their messages and filter the ones to be retrieved according to their own preferences.

ADVANTAGE - User can pre-set their profile to be specific to their needs and **store** different profiles for different circumstances.

Avoids time spent having to listen to or read all messages **stored**.

Dwg.1/5

Title Terms: PROFILE; CONTROL; FILTER; MESSAGE; RETRIEVAL; SYSTEM; MAIL;  
VOICE; MAIL; MESSAGE; MESSAGE; SERVE; PROFILE; DATABASE; USER; CAN; DIAL;

UP; SERVE; TELEPHONE; COMPUTER; DEFINE; SPECIFIC; PROFILE; FILTER;  
MESSAGE; PICK; UP  
Derwent Class: T01; W01  
International Patent Class (Main): H04M-003/50  
File Segment: EPI

13/5/60 (Item 33 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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012240085 \*\*Image available\*\*  
WPI Acc No: 1999-046193/199904  
Related WPI Acc No: 2000-086512  
XRPX Acc No: N99-033693

**Telecommunications system providing for delivery of promotional messages  
- has association processor for comparing preset targeting criteria of  
each promotional message with profile data of each subscribed calling  
party to obtain data for associating each message with at least one  
subscribed calling party**

Patent Assignee: BROADPOINT COMMUNICATIONS INC (BROA-N); ABDELRAHMAN A Y  
(ABDE-I); KAMEL A P (KAME-I)

Inventor: ABDELRAHMAN A; KAMEL A P; ABDELRAHMAN A Y

Number of Countries: 084 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9856154	A1	19981210	WO 98US8087	A	19980514	199904 B
AU 9873604	A	19981221	AU 9873604	A	19980514	199919
US 5937037	A	19990810	US 9815063	A	19980128	199938
ZA 9804533	A	20000223	ZA 984533	A	19980527	200016
EP 995297	A1	20000426	EP 98920862	A	19980514	200025
			WO 98US8087	A	19980514	
US 20010014145	A1	20010816	US 9748444	P	19970602	200149
			US 9815063	A	19980128	
			US 99369399	A	19990806	
BR 9812617	A	20020528	BR 9812617	A	19980514	200239
			WO 98US8087	A	19980514	

Priority Applications (No Type Date): US 9815063 A 19980128; US 9748444 P  
19970602; US 99369399 A 19990806

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9856154	A1	E	95	H04M-001/64	
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Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU  
CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM  
TR TT UA UG US UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR  
IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9873604	A				Based on patent WO 9856154
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ZA 9804533	A		94	H04L-000/00	
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EP 995297	A1	E		H04M-001/64	Based on patent WO 9856154
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Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI  
LU MC NL PT SE

US 20010014145	A1			H04M-001/64	Provisional application US 9748444
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Cont of application US 9815063

Cont of patent US 5937037

BR 9812617	A			H04M-001/64	Based on patent WO 9856154
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Abstract (Basic): WO 9856154 A

The telecommunication system for delivering promotional messages to subscribed **calling** parties comprises an association processor for comparing preset targeting criteria of each promotional message with profile data of each subscribed **calling** party to obtain data associating each of the promotional messages with at least one subscribed **calling** party. A message queue has a number of electronic queues, each being assigned to at least one **calling** party and **stores** the data associating each promotional message with at least one subscribed **calling** party.

A **call** processor accesses an electronic queue assigned to a **calling** party, and delivers to at least the **calling** party a promotional message according to the data in the accessed queue. The number of individual electronic queues are respectively identifiable by unique queue identification numbers respectively corresponding to unique **calling** party personal identification numbers. A message bank **stores** data indicative of the promotional messages, and a customer profile bank for **storing** the profile data.

USE - E.g. for sending advertising information, public service announcements, surveys etc. to end **user** according to **user - profile**, preferences and/or interests. Provides messages to analog or digital **telephones**, screen-phones, and video-phones.

ADVANTAGE - Prepares multiple queues having different targetting precisions.

Dwg.2/14

Title Terms: TELECOMMUNICATION; SYSTEM; DELIVER; PROMOTE; MESSAGE; ASSOCIATE; PROCESSOR; COMPARE; PRESET; CRITERIA; PROMOTE; MESSAGE; PROFILE; DATA; **CALL** ; PARTY; OBTAIN; DATA; ASSOCIATE; MESSAGE; ONE; **CALL** ; PARTY

Derwent Class: W01

International Patent Class (Main): H04L-000/00; H04M-001/64

International Patent Class (Additional): H04B-000/00; H04H-000/00; H04N-000/00

File Segment: EPI

13/5/61 (Item 34 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012218849 \*\*Image available\*\*

WPI Acc No: 1999-024955/199902

XRPX Acc No: N99-019123

**Computer-implemented method for providing call centre based customer services - using call flow process for providing questions for call receiver handling telephone calls and storing data input by call receiver based on answers to questions**

Patent Assignee: MCI WORLDCOM INC (MCIW-N); MCI COMMUNICATIONS CORP (MCIC-N)

Inventor: IVEY B; LA RUE D L; LEONARD T M

Number of Countries: 023 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9853593	A1	19981126	WO 98US10254	A	19980519	199902 B
AU 9875805	A	19981211	AU 9875805	A	19980519	199917
EP 983675	A1	20000308	EP 98923535	A	19980519	200017
			WO 98US10254	A	19980519	
MX 9910719	A1	20000901	MX 9910719	A	19991119	200139
JP 2002514372	W	20020514	JP 98550539	A	19980519	200236
			WO 98US10254	A	19980519	

Priority Applications (No Type Date): US 97859411 A 19970520

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes  
WO 9853593 A1 E 52 H04M-003/50  
Designated States (National): AU CA JP MX  
Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE  
AU 9875805 A Based on patent WO 9853593  
EP 983675 A1 E H04M-003/50 Based on patent WO 9853593  
Designated States (Regional): BE CH DE FR GB IE IT LI NL SE  
MX 9910719 A1 H04M-003/50  
JP 2002514372 W 56 H04M-003/42 Based on patent WO 9853593

Abstract (Basic): WO 9853593 A

The method involves creating a number of profiles of **call** flow data specified by users that are **stored**. One of the profiles is then retrieved for defining a **call** flow process based on the retrieved profile and a generic executable routine. The **call** flow process provides questions for a **call** receiver handling telephone **calls**. Data input by the **call** receiver based on answers to the questions is **stored**.

**Storing** the number of **profiles** includes **storing** corresponding **profiles** based on **telephone** numbers of the **users**. One of the number of **profiles** is retrieved after receiving a **telephone call** to a corresponding one of the number of telephone numbers.

USE - For handling **calls** and collecting data from them.

ADVANTAGE - Allows electronic input from surveys provided to customers/prospects in Internet driven survey. Such process can be used to provide technical support or other services for customers and their clients/prospects.

Dwg.6/10

Title Terms: COMPUTER; IMPLEMENT; METHOD; **CALL**; CENTRE; BASED; CUSTOMER; SERVICE; **CALL**; FLOW; PROCESS; QUESTION; **CALL**; RECEIVE; HANDLE; TELEPHONE; **CALL**; STORAGE; DATA; INPUT; **CALL**; RECEIVE; BASED; ANSWER; QUESTION

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/42; H04M-003/50

International Patent Class (Additional): H04M-003/51

File Segment: EPI

13/5/62 (Item 35 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012064617 \*\*Image available\*\*

WPI Acc No: 1998-481528/199841

Related WPI Acc No: 1998-241138

XRPX Acc No: N98-375664

Telephone **call forwarding method using adaptive model of user behaviour - forwarding receiving call to telephone number associated with subscriber and predicting likelihood of subscriber location and sequencing forwarding calls**

Patent Assignee: NORTHERN TELECOM LTD (NELE ); NORTEL NETWORKS CORP (NELE )

Inventor: WILL C A

Number of Countries: 081 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9838781	A1	19980903	WO 98US3626	A	19980225	199841 B
AU 9863375	A	19980918	AU 9863375	A	19980225	199908



Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5749052	A	19980505	US 95449849	A	19950524	199825 B

Priority Applications (No Type Date): US 95449849 A 19950524

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5749052	A	37	H04M-011/00	

Abstract (Basic): US 5749052 A

The system has a controller connected to its transmitter and the receiver for control based on command signals transmitted from an operator interface (26) provided in an administration station (22). This interface outputs command signals based on input commands. A memory provided in the administration station **stores** predetermined dialing directory data that indicates only allowed telephone number usable by the operator. A restriction unit restricts communication with unauthorised communicators corresponding to numbers not **stored**.

A second controller communicates **user profile** information to the first controller and operation of the cellular **telephone** is controlled based on the **profile** information. The first controller restricts operation of the **telephones** when amount for cellular communication reaches the credit information included in the user profile information. The first controller receives the dialing directory **stored** in the first memory.

USE - In company having shift system.

ADVANTAGE - Facilitates communication with remote site without need of separate digital computer. Uses different rate tables for different users. Prepares **call** dial reports within seconds. Operates telephone with high efficiency. Performs updating of **call** credit amount in cellular telephone on periodic basis.

Dwg.2/7

Title Terms: CELLULAR; TELEPHONE; MANAGEMENT; SYSTEM; SECOND; CONTROL; COMMUNICATE; DIAL; DIRECTORY; DATA; INDICATE; ALLOW; TELEPHONE; NUMBER; OPERATE; FIRST; MEMORY; FIRST; CONTROL; CELLULAR; TELEPHONE

Derwent Class: W01; W02

International Patent Class (Main): H04M-011/00

International Patent Class (Additional): H04Q-007/00

File Segment: EPI

13/5/64 (Item 37 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011670387 \*\*Image available\*\*

WPI Acc No: 1998-087296/199808

XRPX Acc No: N98-069307

**Enhanced telecommunications relay service for hard-of-hearing person - allows use of single charge-free telephone number, plus extension number, by prospective caller to deaf or speech-disabled person**

Patent Assignee: MCI COMMUNICATIONS CORP (MCIC-N)

Inventor: GIUNTOLI R W

Number of Countries: 023 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9800962	A1	19980108	WO 97US11660	A	19970630	199808 B
AU 9735929	A	19980121	AU 9735929	A	19970630	199825
EP 917798	A1	19990526	EP 97932478	A	19970630	199925
			WO 97US11660	A	19970630	
US 5917888	A	19990629	US 96673650	A	19960628	199932

US 97873894 A 19970612  
JP 2000514266 W 20001024 WO 97US11660 A 19970630 200058  
JP 98504485 A 19970630  
MX 9900281 A1 20000701 MX 99281 A 19990104 200134  
Priority Applications (No Type Date): US 96673650 A 19960628; US 97873894 A 19970612

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9800962	A1	E	19	H04M-011/00	
Designated States (National): AU CA JP MX					
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE					
AU 9735929	A			H04M-011/00	Based on patent WO 9800962
EP 917798	A1	E		H04M-011/00	Based on patent WO 9800962
Designated States (Regional): BE CH DE FR GB IE IT LI NL SE					
US 5917888	A			H04M-011/00	Cont of application US 96673650
JP 2000514266	W		18	H04M-011/00	Based on patent WO 9800962
MX 9900281	A1			H04M-011/00	

Abstract (Basic): WO 9800962 A

The inventive system allows easy direction of telephone calls from a hearing caller (104) to a hearing/speech-disabled person, using a text-telephone (114) via relay system (208) including a 'communications assistant'. The relay system is located centrally, to which hearing callers may dial a charge-free number and request a specific extension number.

The system locates a 'subscriber profile' associated with the extension number, the profile comprising name, full telephone number, and service option of the text-telephone user (116). The incoming call is then relayed to the text-telephone user through automatic dialling of the determined telephone number. The communications assistant introduces the hearing caller to the text-telephone user, in accordance with the service option selected by the textual user when applying for relay system service.

ADVANTAGE - Enables hearing caller to use one telephone number only to contact hard-of-hearing person, and makes relay service transparent/easy-to-use to hearing caller.

Dwg.2/4

Title Terms: ENHANCE; TELECOMMUNICATION; RELAY; SERVICE; HARD; HEARING; PERSON; ALLOW; SINGLE; CHARGE; FREE; TELEPHONE; NUMBER; PLUS; EXTEND; NUMBER; PROSPECTING; CALL; DEAF; SPEECH; DISABLE; PERSON

Derwent Class: W01

International Patent Class (Main): H04M-011/00

International Patent Class (Additional): H04M-003/00; H04M-003/42; H04M-003/54

File Segment: EPI

13/5/65 (Item 38 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010945766 \*\*Image available\*\*

WPI Acc No: 1996-442716/199644

XRPX Acc No: N96-372825

Telephone call routing method for hearing or speech impaired persons - transmits query to Universal Subscriber Data Structure database using callers Automatic number ID and CPN of called party

Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE )

Inventor: DOWENS J P; HERNANDEZ E

Number of Countries: 001 Number of Patents: 001

Bode Akintola 13-Mar-03

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5559855	A	19960924	US 94346055	A	19941129	199644 B

Priority Applications (No Type Date): US 94346055 A 19941129

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5559855	A	19	H04M-011/00	

Abstract (Basic): US 5559855 A

The telephone call routing system includes a switching network having one or more switches for mounting telephone call activity, the telephone call activity having been initiated by a caller dialling a three digit prefix together with a called party number. The three digit prefix indicates that one of the parties involved in the telephone call activity is hearing or speech impaired. The switching network is coupled to an originating telephone call location and a destination telephone call location.

A database is coupled to the switching network for analysing origination and destination information associated with the **telephone call** activity so as to retrieve a **profile** of the hearing or speech impaired **person** involved in the **telephone call** activity. A signalling network couples the switching network with the first database for transmitting the origination and destination information from the switching network to the first database and for transmitting the profile from the database to the switching network.

Dwg.1/12

Title Terms: TELEPHONE; CALL; ROUTE; METHOD; HEARING; SPEECH; IMPAIR; PERSON; TRANSMIT; QUERY; UNIVERSAL; SUBSCRIBER; DATA; STRUCTURE; DATABASE ; CALL; AUTOMATIC; NUMBER; ID; CALL; PARTY

Derwent Class: S05; T01; W01

International Patent Class (Main): H04M-011/00

International Patent Class (Additional): H04M-003/42

File Segment: EPI

13/5/66 (Item 39 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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010845547 \*\*Image available\*\*

WPI Acc No: 1996-342500/199634

XREF Acc No: N96-288238

**Corporate or organisation communication system - includes several mobile telephones and local area network which has private automatic branch exchange**

Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M. (TELF )

Inventor: JONSSON B E R; JONSSON B E

Number of Countries: 066 Number of Patents: 012

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9622000	A1	19960718	WO 95SE1584	A	19951222	199634 B
SE 9500066	A	19960711	SE 9566	A	19950110	199638
AU 9644611	A	19960731	AU 9644611	A	19951222	199645
FI 9701514	A	19970411	WO 95SE1584	A	19951222	199727
			FI 971514	A	19970411	
NO 9703140	A	19970828	WO 95SE1584	A	19951222	199745
			NO 973140	A	19970707	
EP 803168	A1	19971029	EP 95943320	A	19951222	199748
			WO 95SE1584	A	19951222	
KR 97704312	A	19970809	WO 95SE1584	A	19951222	199836



US 5839067	A	19981117	KR 96707598	A	19961231	
			WO 95SE1584	A	19951222	199902
			US 96737409	A	19961112	
JP 10512123	W	19981117	WO 95SE1584	A	19951222	199905
			JP 96521593	A	19951222	
AU 707405	B	19990708	AU 9644611	A	19951222	199938
SE 516006	C2	20011105	SE 9566	A	19950110	200173
KR 294609	B	20010917	WO 95SE1584	A	19951222	200231
			KR 96707598	A	19961231	

Priority Applications (No Type Date): SE 9566 A 19950110

Cited Patents: 02Jnl.Ref; EP 510630; JP 2250458; JP 3280767; US 4481384; US 4955049

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9622000	A1	E	45	H04Q-007/26	
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Designated States (National): AM AT AU BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LT LU LV MD MG MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TT UA UG US UZ VN

Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG

SE 9500066	A			H04Q-007/26	
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AU 9644611	A			H04Q-007/26	
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Based on patent WO 9622000

FI 9701514	A			H04M-000/00	
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NO 9703140	A			H04Q-000/00	
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EP 803168	A1	E		H04Q-007/26	
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Based on patent WO 9622000

Designated States (Regional): CH DE DK ES FR GB GR IE IT LI NL

KR 97704312	A			H04Q-007/26	
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Based on patent WO 9622000

US 5839067	A			H04Q-007/26	
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Based on patent WO 9622000

JP 10512123	W		43	H04Q-007/38	
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Based on patent WO 9622000

AU 707405	B			H04Q-007/26	
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Previous Publ. patent AU 9644611

Based on patent WO 9622000

SE 516006	C2			H04Q-007/26	
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KR 294609	B			H04Q-007/26	
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Previous Publ. patent KR 97704312

Based on patent WO 9622000

Abstract (Basic): WO 9622000 A

The corporate/organisation communications system has a number of mobile telephones, each one used by a user and a local network including a private automatic branch exchange (PABX) with further extensions to which access units are connected.

A service node is connected to the PABX as an adjunct, so that the mobile telephones are adapted to make outgoing calls to the service node only. The service node is adapted to manage additional functions required to serve the mobile telephones and to control the services requested by any of the first set of mobile telephones in an outgoing call.

USE/ADVANTAGE - Allows organisation to allot **individual service profiles** to its corporate and mobile **telephones** . Handles all **calls** within corporate communication system.

Dwg.1/12

Title Terms: ORGANISE; COMMUNICATE; SYSTEM; MOBILE; TELEPHONE; LOCAL; AREA; NETWORK; PRIVATE; AUTOMATIC; BRANCH; EXCHANGE

Derwent Class: W01

International Patent Class (Main): H04M-000/00; H04Q-000/00; H04Q-007/26; H04Q-007/38

International Patent Class (Additional): H04M-003/38

File Segment: EPI

13/5/67 (Item 40 from file: 350)

Bode Akintola 13-Mar-03

DIALOG(R)File 350:Derwent WPIX  
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010781529 \*\*Image available\*\*

WPI Acc No: 1996-278482/199629

XRPX Acc No: N96-234157

Customer contacting method for telemarketing campaigns - using customer sensitivity profile including preferred contacting time, preferred contacting location or preferred telephone number, and preferred manner of approach, e.g. mail, fax or voice

Patent Assignee: INVENTIONS INC (INVE-N)

Inventor: OWEN J E; SZLAM A

Number of Countries: 002 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2159775	A	19960406	CA 2159775	A	19951003	199629 B
US 5594791	A	19970114	US 94318506	A	19941005	199709
US 5963635	A	19991005	US 94318506	A	19941005	199948
			US 96764324	A	19961212	

Priority Applications (No Type Date): US 94318506 A 19941005; US 96764324 A 19961212

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2159775	A		55	H04M-003/42	
US 5594791	A		29	H04M-003/00	
US 5963635	A			H04Q-003/64	Div ex application US 94318506 Div ex patent US 5594791

Abstract (Basic): CA 2159775 A

The customer contacting method involves obtaining a customer sensitivity profile, pref. **stored** in a database, extracting at least one factor from the profile and contacting the customer in accordance, e.g. in order to make a sale or extract information. The sensitivity profile includes at least one of the following factors for each customer: a preferred contacting time, a preferred location or telephone number, and a preferred manner of contact.

The preferred manner of contact can include mail, facsimile or by voice. The customer is then contacted in accordance with this preferred manner. Pref. the criteria by which the success of a campaign can be evaluated is specified by the system administrator ensuring that the campaign is terminated automatically at the correct time and **call** agents are transferred onto another campaign.

ADVANTAGE - Increases efficiency of use of **call** agents time.

Allows **calls** to be placed so as to maximise customer responsiveness.

Dwg.1/7

Title Terms: CUSTOMER; CONTACT; METHOD; CUSTOMER; SENSITIVE; PROFILE; PREFER; CONTACT; TIME; PREFER; CONTACT; LOCATE; PREFER; TELEPHONE; NUMBER; PREFER; MANNER; APPROACH; MAIL; FACSIMILE; VOICE

Index Terms/Additional Words: FACSIMILE; TELESales

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/00; H04M-003/42; H04Q-003/64

File Segment: EPI

13/5/68 (Item 41 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010413989 \*\*Image available\*\*

WPI Acc No: 1995-315303/199541

XRPX Acc No: N95-238248

**Call connection controlling for exchange with telephone number substitution process - receiving on exchange side incoming call subscriber telephone number for performing call connection service then updating transmission history information of transmission**  
**NoAbstract**

Patent Assignee: FUJITSU COMMUNICATION SYSTEMS KK (FUJI-N); FUJITSU LTD (FUJI )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 7212483	A	19950811	JP 944286	A	19940120	199541 B

Priority Applications (No Type Date): JP 944286 A 19940120

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 7212483	A	11	H04M-003/44	

Title Terms: CALL; CONNECT; CONTROL; EXCHANGE; TELEPHONE; NUMBER; SUBSTITUTE; PROCESS; RECEIVE; EXCHANGE; SIDE; INCOMING; CALL; SUBSCRIBER; TELEPHONE; NUMBER; PERFORMANCE; CALL; CONNECT; SERVICE; UPDATE; TRANSMISSION; HISTORY; INFORMATION; TRANSMISSION; NOABSTRACT

Derwent Class: W01

International Patent Class (Main): H04M-003/44

File Segment: EPI

**13/5/69 (Item 42 from file: 350)**

DIALOG(R) File 350:Derwent WPIX

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010280541 \*\*Image available\*\*

WPI Acc No: 1995-181799/199524

XRPX Acc No: N95-142723

**Telephone call data history collection system for electronic exchange - uses data history registration unit, main memory and central controller for collecting information regarding call traffic of requisite subscriber telephone number**

Patent Assignee: FUJITSU LTD (FUJI ); FUJITSU TOHOKU TSUSHIN SYSTEM KK (FUJI-N)

Number of Countries: 000 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 7087195	A	19950331	JP 93231521	A	19930917	199524 B

Priority Applications (No Type Date): JP 93231521 A 19930917

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 7087195	A	9	H04M-003/36	

Abstract (Basic): JP 7087195 A

The system has a pair of telephone appts. (1), connected with a central controller (4). When a subscriber traffic collection instruction is performed, the following actions take place. The **subscriber telephone number stored** in a data history registration table (11) of a first memory unit (5) is **stored** in a first pointer storage (14) of a second memory (10) which is controlled by a control unit (16).

During a **call** function through subscriber telephone appts., a pointer **stored** in the first pointer storage is **stored** in a second

pointer storage (15) and this operation is controlled by the second pointer control unit (17). At the end of a **call** operation by the subscriber telephone appts., the pointer **stored** in the second pointer storage is read by a history collection control unit (18) from a history registration table, this pointer is searched. When the telephone number indicated by the pointer corresponds to the requisite telephone appts., the registration of the telephone **call** is performed.

USE/ADVANTAGE - For use by subscriber to audit telephone **call** .  
Increases traffic regulation in electronic exchanges.

Dwg.1/8

Title Terms: TELEPHONE; **CALL** ; DATA; HISTORY; COLLECT; SYSTEM; ELECTRONIC; EXCHANGE; DATA; HISTORY; REGISTER; UNIT; MAIN; MEMORY; CENTRAL; CONTROL; COLLECT; INFORMATION; **CALL** ; TRAFFIC; REQUIRE; SUBSCRIBER; TELEPHONE; NUMBER

Derwent Class: W01

International Patent Class (Main): H04M-003/36

International Patent Class (Additional): H04Q-003/545

File Segment: EPI

13/5/70 (Item 43 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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010144561 \*\*Image available\*\*

WPI Acc No: 1995-045813/199507

XRPX Acc No: N95-036151

**Portable** telephone user profiles using central computer - storing in data base user service telephone profile contg directory number of user in association with telephone set line location

Patent Assignee: MITEL CORP (MTLC )

Inventor: LETKEMAN K D; PINARD D L

Number of Countries: 004 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2280334	A	19950125	GB 9413303	A	19940701	199507 B
DE 4424896	A1	19950119	DE 4424896	A	19940715	199508
CA 2100699	A	19950117	CA 2100699	A	19930716	199516
CA 2100699	C	19970708	CA 2100699	A	19930716	199739
GB 2280334	B	19980114	GB 9413303	A	19940701	199805
US 5703942	A	19971230	US 94262783	A	19940620	199807
			US 96636777	A	19960419	
DE 4424896	C2	19980702	DE 4424896	A	19940715	199830

Priority Applications (No Type Date): CA 2100699 A 19930716

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2280334	A		19	H04M-003/42	
DE 4424896	A1		11	H04M-003/42	
US 5703942	A		7	H04M-003/42	Cont of application US 94262783
CA 2100699	A			H04M-003/36	
CA 2100699	C			H04M-003/36	
GB 2280334	B			H04M-003/42	
DE 4424896	C2			H04M-003/42	

Abstract (Basic): GB 2280334 A

The method involves **storing** in a data base a **user** service **telephone profile** contg a directory number of **user** , in association with a **telephone** line set, then transmitting the **user telephone**

service **profile** to a central computer.

The service profile is also transmitted to gp od telephone switches from the computer and **storing** the service profile at each of the telephone office switches in the gp. A service to the user is then provided at each telephone switches in the gp in accordance with the service profile.

USE/ADVANTAGE - In user profiles such as preferred network carrier, speed **call** information, class od services allowed, and/or custom **calling** features. Inexpensive remote switching system, which does not **store** user profiles, yet provides ability to not only offer custom **calling** features but portability of **user profiles** from one **telephone** set to another connected to remote switching system without need for reprogramming e.g. at new physical location of udder.

Dwg.2/2

Title Terms: PORTABLE; TELEPHONE; USER; PROFILE; CENTRAL; COMPUTER; STORAGE  
; DATA; BASE; USER; SERVICE; TELEPHONE; PROFILE; CONTAIN; DIRECTORY;  
NUMBER; USER; ASSOCIATE; TELEPHONE; SET; LINE; LOCATE

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/36; H04M-003/42

International Patent Class (Additional): H04M-003/54

File Segment: EPI

**13/5/71 (Item 44 from file: 350)**

DIALOG(R) File 350:Derwent WPIX

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010083348 \*\*Image available\*\*

WPI Acc No: 1994-351061/199444

XRPX Acc No: N94-275492

**Location system for mobile subscribers in telephone network - forming working file contg. data tracking daily movements of subscribers to enable quick locating of mobile user in partic. zone when call is to be transferred**

Patent Assignee: FRANCE TELECOM (ETFR ); TABBANE S (TABB-I)

Inventor: TABBANE S

Number of Countries: 004 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 624996	A1	19941117	EP 94400960	A	19940503	199444 B
FR 2705177	A1	19941118	FR 935659	A	19930511	199501
US 5519758	A	19960521	US 94240513	A	19940511	199626
EP 624996	B1	20000119	EP 94400960	A	19940503	200009
DE 69422656	E	20000224	DE 622656	A	19940503	200017
			EP 94400960	A	19940503	

Priority Applications (No Type Date): FR 935659 A 19930511

Cited Patents: 03Jnl.Ref; EP 454648; JP 31031131; JP 62299123

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 624996 A1 F 15 H04Q-007/04

Designated States (Regional): DE GB

EP 624996 B1 F H04Q-007/38

Designated States (Regional): DE GB

DE 69422656 E H04Q-007/38 Based on patent EP 624996

US 5519758 A 13 H04Q-007/22

FR 2705177 A1 H04B-007/26

Abstract (Basic): EP 624996 A

A profile is created from information **recorded** in the form of a

working data file, obtained in the course of movements of a particular mobile subscriber during a given observation period. The information is **recorded** daily, including the time at which the subscriber moves into a particular zone, and the time at which the subscriber moves out of the same zone and enters another zone.

In response to a request to **call** the particular subscriber, the profile held in the working data file may be used to determine the zone within which the subscriber is most likely to be found, and a paging message transmitted accordingly in that zone.

ADVANTAGE - Maintains dynamic profile of zone use and subscriber movements.

Dwg.1/6

Title Terms: LOCATE; SYSTEM; MOBILE; SUBSCRIBER; TELEPHONE; NETWORK; FORMING; WORK; FILE; CONTAIN; DATA; TRACK; DAILY; MOVEMENT; SUBSCRIBER; ENABLE; QUICK; LOCATE; MOBILE; USER; ZONE; **CALL** ; TRANSFER

Derwent Class: W01; W02

International Patent Class (Main): H04B-007/26; H04Q-007/04; H04Q-007/22; H04Q-007/38

International Patent Class (Additional): H04Q-007/00

File Segment: EPI

13/5/72 (Item 45 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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009925638 \*\*Image available\*\*

WPI Acc No: 1994-193349/199424

XRPX Acc No: N94-152197

**Processing method for wireless personal communication system - allowing subscriber to associate their subscription of features provided with wired telephone communication system**

Patent Assignee: AMERICAN TELEPHONE & TELEGRAPH CO (AMTT ); AT & T CORP (AMTT )

Inventor: KOLIPAKAM M; WYATT G Y

Number of Countries: 007 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 602779	A2	19940622	EP 93308340	A	19931020	199424 B
CA 2104188	A	19940501	CA 2104188	A	19930816	199429
JP 6217365	A	19940805	JP 93292380	A	19931029	199436

Priority Applications (No Type Date): US 92968988 A 19921030

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 602779	A2	E	8	H04M-015/00	
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Designated States (Regional): DE ES FR GB IT

JP 6217365	A		9	H04Q-007/04	
------------	---	--	---	-------------	--

CA 2104188	A			H04B-007/26	
------------	---	--	--	-------------	--

Abstract (Basic): EP 602779 A

A call is placed by a caller associated with a wireless communication system in which data profile defines the callers subscription of particular wireless communications system **calling** features. The method involves providing the **calling** features to the **telephone** station set. The association between the **subscribers profile** and the station set may be established on a **call -by- call** basis. This is so subsequent **calls** placed from that **telephone** station set are not billed to the **subscribers profile**.

ADVANTAGE - For mobile telephone system. Subscriber may place telephone call via system as though call were being placed via former system.

Dwg.1/4

Title Terms: PROCESS; METHOD; WIRELESS; PERSON; COMMUNICATE; SYSTEM; ALLOW; SUBSCRIBER; ASSOCIATE; SUBSCRIBER; FEATURE; WIRE; TELEPHONE; COMMUNICATE; SYSTEM

Derwent Class: W01

International Patent Class (Main): H04B-007/26; H04M-015/00; H04Q-007/04

International Patent Class (Additional): H04M-003/42

File Segment: EPI

13/5/73 (Item 46 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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009841105 \*\*Image available\*\*

WPI Acc No: 1994-120961/199415

XRPX Acc No: N94-094774

**Method of invoking telephone user profile - processing call by using controller to access tables of database with location of physical telephone**

Patent Assignee: MITEL CORP (MTLC )

Inventor: PINARD D L; WILSON G

Number of Countries: 005 Number of Patents: 008

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2271912	A	19940427	GB 9319628	A	19930923	199415 B
DE 4335803	A1	19940428	DE 4335803	A	19931020	199418
CA 2081125	A	19940423	CA 2081125	A	19921022	199427
GB 2271912	B	19970205	GB 9319628	A	19930923	199709
CA 2081125	C	19970304	CA 2081125	A	19921022	199721
US 5657377	A	19970812	US 9325869	A	19930303	199738
IT 1271533	B	19970530	IT 93MI2191	A	19931015	199807
DE 4335803	C2	19991014	DE 4335803	A	19931020	199947

Priority Applications (No Type Date): CA 2081125 A 19921022

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2271912	A		16	H04M-003/42	
DE 4335803	A1		7	H04Q-003/54	
US 5657377	A		5	H04N-003/42	
CA 2081125	A			H04M-003/38	
GB 2271912	B			H04M-003/42	
CA 2081125	C			H04M-003/38	
IT 1271533	B			H04M-000/00	
DE 4335803	C2			H04Q-003/54	

Abstract (Basic): GB 2271912 A

The method involves **storing** a user **call** operation profile in a database at a central switching system, and dialling from any station in communication with the central switching system a set sequence identifying the user. The user is identified from the sequence and the physical location of the station from which the dialling occurred and an indication of that physical location is **stored** in the database in associated with the profile.

The profile is accessed for subsequent **calls** to the directory number and from the station, and the profile is used in the processing of the subsequent **calls**.

ADVANTAGE - Profiles are **stored** at central switching system.  
Title Terms: METHOD; INVOKE; TELEPHONE; USER; PROFILE; PROCESS; **CALL** ;  
CONTROL; ACCESS; TABLE; DATABASE; LOCATE; PHYSICAL; TELEPHONE  
Derwent Class: W01  
International Patent Class (Main): H04M-000/00; H04M-003/38; H04M-003/42;  
H04N-003/42; H04Q-003/54  
International Patent Class (Additional): H04Q-003/70; H04Q-007/36  
File Segment: EPI

**13/5/74** (Item 47 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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009509912

WPI Acc No: 1993-203448/199325

XRPX Acc No: N93-156483

**Software application notifying user when VIP calls or has left message  
- allowing users to register callers of their telephone extension  
into caller profile and alerting user via workstation end user  
interface.**

Patent Assignee: ANONYMOUS (ANON )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
RD 349058	A	19930510	RD 93349058	A	19930420	199325 B

Priority Applications (No Type Date): RD 93349058 A 19930420

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
RD 349058	A		1	G06F-000/00	

Abstract (Basic): RD 349058 A

Each incoming number received on the **user's telephone** is recognised and a **profile** lookup is performed to determine if that number belongs to a VIP. If a match is made, the user is alerted via an audio sound from the workstation. A graphical object is displayed on the user's EUI screen to represent messages from VIP **callers** left on the user's message **recording** device.

Users are allowed to forward VIP messages to another phone extension within a specified time frame and can print VIP messages, status information on a facsimile machine. This VIP Message Forwarding data is also registered in the VIP **Caller** profile. Thus the VIP **Caller** profile data will include entries containing the VIP's phone number, name, phone extension to forward messages to, and the time of day to forward messages.

Dwg.0/0

Title Terms: SOFTWARE; APPLY; NOTIFICATION; USER; **CALL** ; LEFT; MESSAGE;  
ALLOW; USER; REGISTER; **CALL** ; TELEPHONE; EXTEND; **CALL** ; PROFILE; ALERT;  
USER; END; USER; INTERFACE  
Derwent Class: T01; W02  
International Patent Class (Main): G06F-000/00  
File Segment: EPI

**13/5/75** (Item 48 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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009148609



WPI Acc No: 1992-276048/199233

XRPX Acc No: N92-211035

**Network service for hearing-impaired subscribers - has sound frequencies tailored to individual hearing loss and uses DSP to reinforce frequencies at which there are deficits**

Patent Assignee: ANONYMOUS (ANON )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
TP 79202	A	19920725	TP 9279202	A	19920720	199233 B

Priority Applications (No Type Date): TP 9279202 A 19920720

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
TP 79202	A		1 H04M-000/00	

Abstract (Basic): TP 79202 A

Hearing-impaired people need to have sound frequencies tailored to their individual hearing loss in order to provide maximum intelligibility of incoming speech. In accordance with the proposal, the phone network is tailored to a hearing-impaired person's perculiar hearing characteristics. In particular, a profile of the person's hearing characteristic is "learned" by having the person **call** , for example, a "900" number and being tested by an automated testing facility. The profile is thereupon loaded into a service node; and when the **person** is thereupon **telephoned** via, for example a "700" number, the **stored profile** is loaded into a DSP which reinforces the frequencies at which there are deficits.

Dwg.0/0

Title Terms: NETWORK; SERVICE; HEARING; IMPAIR; SUBSCRIBER; SOUND;

FREQUENCY; TAILORED; INDIVIDUAL; HEARING; LOSS; REINFORCED; FREQUENCY

Derwent Class: W01

International Patent Class (Main): H04M-000/00

File Segment: EPI

Set	Items	Description
S1	71	AU=(HSU.M? OR HSU, M?)
S2	6041336	PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR? OR PATTERN?
	?	
S3	5457035	TELEPHONE? OR PHONE? OR CELLPHONE?
S4	11494582	CALL???
S5	9714452	STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S6	22170263	DATA? ? OR INFO OR INFORMATION
S7	370721	S2(2N)(CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUS- TOMER? OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PRO- VIDER? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? - OR PERSON? ?)
S8	802	S7(3N)S3
S9	193	S8(15N)S4
S10	74	S9(S)(S5 OR S6)
S11	29	S8(10N)ANALY?
S12	98	S10 OR S11
S13	76	S12 NOT PY>1999
S14	53	RD (unique items)
? show files		
File	9:Business & Industry(R)	Jul/1994-2003/Mar 12 (c) 2003 Resp. DB Svcs.
File	15:ABI/Inform(R)	1971-2003/Mar 13 (c) 2003 ProQuest Info&Learning
File	16:Gale Group PROMT(R)	1990-2003/Mar 12 (c) 2003 The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2003/Mar 07 (c)2003 The Gale Group
File	160:Gale Group PROMT(R)	1972-1989 (c) 1999 The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2003/Mar 12 (c) 2003 The Gale Group
File	621:Gale Group New Prod.Annou.(R)	1985-2003/Mar 12 (c) 2003 The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2003/Mar 12 (c) 2003 The Gale Group
File	20:Dialog Global Reporter	1997-2003/Mar 13 (c) 2003 The Dialog Corp.
File	476:Financial Times Fulltext	1982-2003/Mar 13 (c) 2003 Financial Times Ltd
File	610:Business Wire	1999-2003/Mar 13 (c) 2003 Business Wire.
File	613:PR Newswire	1999-2003/Mar 13 (c) 2003 PR Newswire Association Inc
File	624:McGraw-Hill Publications	1985-2003/Mar 12 (c) 2003 McGraw-Hill Co. Inc
File	634:San Jose Mercury	Jun 1985-2003/Mar 12 (c) 2003 San Jose Mercury News
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	813:PR Newswire	1987-1999/Apr 30 (c) 1999*PR Newswire Association Inc

14/3,K/1 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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02165348 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Nokia introduces five-ounce phone**

(Nokia launches the Nokia 6150, a small, dual-band phone for the 900 and 1800 MHz Global System for Mobile communications networks)

RCR Radio Communications Report, v 17, n 23, p 10

June 08, 1998

DOCUMENT TYPE: Journal ISSN: 0744-0618 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 147

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...of all three wireless voice codecs--enhanced full rate, half rate and full rate.

The **Profile** feature allows **users** to adjust the **phone** settings with **caller** grouping through different ringing tones and graphics. The phone also has a calendar function to **record** appointments and write notes that can be printed using an infrared port. Other features include...

14/3,K/2 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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02044490 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Buycycles**

(Radio and video losing their edge as drivers of music sales according to recent survey)

Billboard, v 110, n 2, p 47+

January 10, 1998

DOCUMENT TYPE: Journal ISSN: 0006-2510 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 834

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**ABSTRACT:**

Strategic Record Research samples **consumer** -buying **behavior** in random **phone** **calls** throughout the US. The pollers ask 10,000 consumers who buy music what influenced them to purchase their last **recording** . The results were tallied twice in '96, in February and July, and twice again last...

...video." In the earliest survey, 45.8% say video influenced them to buy their last **record** ; in the later study in '96, the figure falls to 33.8%. Video rebounds to...

...one taken last July, when 4% of respondents say it influenced them to buy a **record** . But observers say that this is the category to watch in subsequent surveys. ...

**TEXT:**

...marketing, the ways in which people are influenced to buy music may be changing.

Strategic **Record** Research, a marketing firm that is a joint venture of

Strategic Media Research and the Left Bank Organization, samples **consumer** -buying **behavior** in random **phone calls** throughout the U.S. The pollers ask 10,000 consumers who buy music what influenced them to purchase their last **recording**. The results were tallied twice in '96, in February and July, and twice again last...

**14/3,K/3 (Item 3 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
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01920644 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Half of CWC customers will be worse off with new tariffs**

**(Cable & Wireless Communications launched a UKPd45mil advertising campaign and decided to no longer give deep-discounts)**

Telecom Markets, n 317, p 7

June 19, 1997

DOCUMENT TYPE: Newsletter ISSN: 0001-8899 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 934

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...had been drawn up after extensive market research, involving the analysis of 700 million calling **records** to discern typical **call** patterns.

The research showed that, while there is no such thing as a typical **telephone user**, three **patterns** of **calling** were common: 1) people whose **calls** are almost entirely local; 2) those who make a large number of national calls; and...

**14/3,K/4 (Item 4 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
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01858679 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Half of CWC customers will be worse off**

**(Cable & Wireless Communications is introducing a new pricing structure, with customers being 50% worse off)**

New Media Markets, n 21, p 5

June 12, 1997

DOCUMENT TYPE: Newsletter ISSN: 0265-4717 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 900

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...had been drawn up after extensive market research, involving the analysis of 700 million calling **records** to discern typical **call** patterns.

The research showed that, while there is no such thing as a typical **telephone user**, three **patterns** of **calling** were common: people whose **calls** are almost entirely local, those who make a large number of national calls and those...

14/3,K/5 (Item 5 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01823590

**BellSouth Mobility Reduces Churn By 20%**

(BellSouth Mobility has reduced churn 20% by incorporating new quality initiatives in its customer service center)

Cellular Business, v 14, n 5, p 78

May 1997

DOCUMENT TYPE: Journal ISSN: 0741-6520 (United States)

LANGUAGE: English RECORD TYPE: Abstract

**ABSTRACT:**

...in its customer service center. Before the new quality programs were implemented, BellSouth Mobility's **call** center collected and input customer **data** into the database so that agents could quickly access **customer profiles** during **phone calls**. The company next implemented a **call** routing function from Teknekron (Ft Worth, TX) and assigned various 800 numbers for different kinds...

14/3,K/6 (Item 6 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
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01685987 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Yellow plans to split into 5 separate units**

(Yellow Freight System, a trucking company, will divide its operations into five distinct business units in order to improve customer service)

Journal of Commerce, v 410, n 28864, p 1B

December 06, 1996

DOCUMENT TYPE: Journal ISSN: 0361-5561 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 465

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...lot of time or information about a customer profile.

"Given the team approach, they will **call** a customer service team," he said. "Before the **phone** is even answered, **customer profile** will come up on the screen. They'll know the person on the other end of the line. They'll get someone who has the time and **information** to take care of all their needs."

Some teams may have two or three people...

14/3,K/7 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01750619 04-01610

**MovieFone says callers predict hits**

Deck, Stewart

Computerworld v33n1 PP: 21-24 Jan 4, 1999

ISSN: 0010-4841 JRNL CODE: COW

WORD COUNT: 580

ABSTRACT: When a **data** warehouse constructed to follow the historical **calling patterns** of **people** who **phoned** in to its free movie-listing service went live 11 months ago, researchers at MovieFone Inc. realized that the **data** they were seeing was even more useful. **Data** from MovieFone and its sister Web site MovieLink could help them quickly advise theater owners...

...TEXT: MovieFone Inc. started to construct a data warehouse so that it could follow the historical **calling patterns** of **people** who **phoned** in to its free movie-listing service.

The company wanted to make sure it had...

**14/3,K/8 (Item 2 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01746710 03-97700

**Handset health**

Gaylord, Peter

Wireless Review v15n25 PP: 39-40 Dec 15, 1998

ISSN: 1097-3893 JRNL CODE: WLR

WORD COUNT: 820

...TEXT: the user's desktop for integration into a customer-care system.

Armed with this performance **data**, customer care can leverage its existing inbound customer care programs to better field incoming calls from...

... quality. Carriers also can target subscribers with out-of-spec handsets and develop valuable outbound **calling** programs to pinpoint and eliminate problem **phones**.

Health **profiling** applications' graphical **user** interfaces provide the carrier's existing marketing, customer-care and engineering departments with functions to...

**14/3,K/9 (Item 3 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01696271 03-47261

**Managerial considerations**

Watson, Hugh J; Haley, Barbara J

Communications of the ACM v41n9 PP: 32-37 Sep 1998

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 2814

...TEXT: for building an enterprisewide data warehouse.

Sales and marketing provide many high-payoff opportunities for **data** warehousing, explaining why many **data** warehousing projects start in these areas. A variety of developments and considerations interact to make sales and marketing attractive application areas, such as capturing **data** about customer purchases through bar scanning; advances in database technology, making it possible to **store** and process massive amounts of **data**; moving to 1:1 marketing; and realizing that keeping and increasing sales to existing customers is at least as lucrative as attracting new

customers. As a result, **telephone** companies **analyze** **individual** **customer** **calling** **patterns** to create attractive rate programs; retailers perform market-basket **analyses** to learn which products are purchased together, so promotions, coupons, and **store** layouts are optimally designed; and banks identify the profitability of individual customers and products.

Sponsorship...

**14/3,K/10** (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01386041 00-37028

**Do you hear what I hear?**

Kasbow, Rob

Cellular Business v14n2 PP: 44-46 Feb 1997

ISSN: 0741-6520 JRNL CODE: CLB

WORD COUNT: 861

...TEXT: technique employs a sophisticated mathematical probability model and profile for each subscriber that performs an **analysis** of **telephone** number structure, **individual** dialing **patterns** and the probability of speech recognition errors to correct the telephone number to be dialed...

**14/3,K/11** (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01348127 99-97523

**Building donor relations: Enter database marketing**

Taylor, Susan Lee; Mitchell, Mark Andrew

Nonprofit World v14n6 PP: 22-24 Nov/Dec 1996

ISSN: 8755-7614 JRNL CODE: NWR

WORD COUNT: 1805

...TEXT: donors' giving history, the more you can vary your mailings and keep up their interest.

\* **Record** everything you learn about a donor, including nickname, spouse's name, interests, and so on. You can use such **information** to personalize your letters and **phone** **calls** .

\* **Analyze** **people** 's past **behavior** to decide which marketing approachdirect mail, phone **call** , or personal visit-works best with each donor.

\*Test responses to different directmail packages, such...

**14/3,K/12** (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01336295 99-85691

**Turning back churn**

Shedd, Walt

Telecommunications (International Edition) v30n11 PP: 73-76 Nov 1996

ISSN: 0040-2494 JRNL CODE: TIE  
WORD COUNT: 2072

...TEXT: now becoming a virtual necessity and with good reason. Their features allow operators to produce **customer profiles** containing **phone usage analysis** and help the operator determine if it is doing everything possible to maintain customer satisfaction...

**14/3,K/13 (Item 7 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01313901 99-63297  
**Cutting cell fraud frequency**  
Cunningham, J Lawrence  
Security Management v40n10 PP: 42-46 Oct 1996  
ISSN: 0145-9406 JRNL CODE: SEM  
WORD COUNT: 2962

...TEXT: subscriber's ESN/MIN may have been compromised. With these types of systems, a cell **phone** carrier creates a **profile** of each **subscriber** that **records** the **calling** habits of the customer, including the subscriber's typical **calling** destinations, the time of day calls are usually made, the duration of calls, and billing...

**14/3,K/14 (Item 8 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01269809 99-19205  
**Winter of our discontent**  
Fedro, Tom  
Cellular Business v13n5 PP: 26-27 May 1996  
ISSN: 0741-6520 JRNL CODE: CLB  
WORD COUNT: 1672

...ABSTRACT: reduce the number of customers lost each year. Customer retention software allows carriers to produce **customer profiles** containing cellular **phone** usage **analysis** and helps the carrier determine if it is doing everything possible to maintain customer satisfaction...

...TEXT: providers are seeking the same level of loyalty. Customer retention software allows carriers to produce **customer profiles** containing cellular **phone** usage **analysis** and helps the carrier determine if it is doing everything possible to maintain customer satisfaction...

**14/3,K/15 (Item 9 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01166910 98-16305  
**Selling information: What records managers should know**  
Lemieux, Victoria  
Records Management Quarterly v30n1 PP: 3-19 Jan 1996  
ISSN: 1050-2343 JRNL CODE: RMQ  
WORD COUNT: 14561



...TEXT: areas for information brokers, or to market specialized databases.(9)

\* Telephone Companies--Telephone companies have **information** about what numbers customers **call** frequently, whether the customer frequently uses 800 or 900 lines, and **customers** ' payment **history** . Telephone companies use this **information** for marketing intelligence.(10)

\* Governments--Government agencies have information on personal property holdings, tax assessment...

14/3,K/16 (Item 10 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00991594 96-40987

**Software tools and systems: Ten key trends**

Davidson, Alistair; Chung, Mary

Planning Review v23n2 PP: 28-30 Mar/Apr 1995

ISSN: 0094-064X JRNL CODE: PLR

WORD COUNT: 1683

...TEXT: competitive advantage.

Today, the customer profiling systems of some organizations are able to track a **customer** 's buying **patterns** , **individual** transactions, and **telephone** interactions. Large retailers such as Wal-Mart are now performing **analyses** on their checkout scanner and customer data. A problem that has popped up is that...

14/3,K/17 (Item 11 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00939662 95-89054

**Re-engineering puts customers on fast track to service**

Dorminey, Gene

Communications News v31n11 PP: 10-11 Nov 1994

ISSN: 0010-3632 JRNL CODE: CNE

WORD COUNT: 819

...TEXT: or, for a new customer, creates the record.

Each service rep uses an integrated voice/ **data** workstation consisting of an IBM PC and an AT&T CallMaster **telephone** set. The **customer profile** provides the rep with **information** about the **caller** and a **call** -history log showing an automated **record** of the date, time, nature and resolution of previous calls--cues that help agents begin...

14/3,K/18 (Item 12 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00939529 95-88921

**The applications advantage**

Anonymous

Chief Executive CEO Brief Supplement PP: 14-15 Nov 1994  
ISSN: 0160-4724 JRNL CODE: CHE  
WORD COUNT: 928

...TEXT: operations.

A regional telephone company, for example, gathers hundreds of millions of files containing call **data** that it previously used only for billing purposes. Combining this **data** with other **information** sources and capitalizing on the IBM parallel processing's **data** mining capabilities yields new ways to use **data**. For example, **profiles** of **customers** ' **phone** traffic can identify who would benefit from additional services such as **call** waiting, a second line, or an answering service.

Smarter marketing strategies also can steer companies...

14/3,K/19 (Item 13 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00887444 95-36836

**Data takes center stage**

Lesniak, Noel

Telephony v227n3 PP: 45-56 Jul 18, 1994

ISSN: 0040-2656 JRNL CODE: TPH

WORD COUNT: 2616

...TEXT: SS7's out-of-band signaling, the number that has not been entered contains the **information** needed to connect the caller's voice/**information** channel to that of the called party. This **information** is **stored** on computer databases, and is the foundation for such services as toll-free call processing...

... then dials forwarding number to route incoming calls to a database that automatically transfers the **call** and dials the forwarding number.

Databases also play a prominent role in servicing cellular **telephone** communications. A **user** 's personal **profile** **information** is **stored** in a home database and transferred to another cellular system when the user visits another...

14/3,K/20 (Item 14 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00656690 93-05911

**Improving Customer Service Through Advanced Networking Capabilities**

Kennedy, Michael D.

Telecommunications v26n11 (North American Edition) PP: 19-22 Nov 1992

ISSN: 0278-4831 JRNL CODE: TEC

WORD COUNT: 1820

...TEXT: service representative answers the call. Hence, the service enables the bank to go to its **data** base, extract the customer's account profile, and route the **call** to the most appropriate person. When the agent picks up the **phone**, the **customer** 's **profile** is already on the screen.

ISDN has also made available to many phone company customers...

**14/3,K/21** (Item 15 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00580942 91-55289  
**1991 Echo Awards - Spotting the Trendsetters**  
Anonymous  
Direct Marketing v54n7 PP: 26-37 Nov 1991  
ISSN: 0012-3188 JRNL CODE: DIM  
WORD COUNT: 5602

...TEXT: orders arrive by phone, taken by a telemarketing team of eight, three floors above the **store** in an extension of the ol' red barn. A state-of-the-art computer system provides operators with complete **customer history** during **phone** ordering. The telemarketer knows how many times the caller has ordered, size of order and products selected.

Typical customer is 35+, 65 percent are...

**14/3,K/22** (Item 16 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00564206 91-38560  
**Caller ID Technology & Public Policy, Part 1: Can We Torch Big Brother Without Burning Galileo?**  
Shultz, Paul  
Rural Telecommunications v10n4 PP: 19-25 Jul/Aug 1991  
ISSN: 0744-2548 JRNL CODE: RTC

...ABSTRACT: can be considered a stage of Automatic Number Identification (ANI), which provides carriers with billing **information** for direct-dial, long-distance service. ANI is an equal-access requirement of the AT...

... concerns are raised when ANI is used for purposes other than billing, such as giving **information** to commercial subscribers that use **telephone** numbers to draw **customer profiles** for marketing purposes. While ANI captures the billing number, **Caller ID** captures the directory number. **Caller ID** allows a customer with local exchange service to receive the calling party's phone...

**14/3,K/23** (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06549818 Supplier Number: 55394367 (USE FORMAT 7 FOR FULLTEXT)  
**BT connects advertisers to Freetime calls.**  
Calls, Lucy Dixon BT Connects Advertisers To Freetime  
Precision Marketing, p40(1)  
August 9, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 199

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...well as responsive press and radio advertising. Under the scheme, customers can make free phone **calls** in return for listening to responsive ads interspersed during their **phone** conversations. A detailed **profile** of each **customer** is also available to the advertisers (PM, May 3). "The BT Freetime service will allow...

...marketing campaign. "The ads will mix the companies' existing campaigns and new messages created by **Information** on Hold.

**14/3,K/24 (Item 2 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06225730 Supplier Number: 54237554 (USE FORMAT 7 FOR FULLTEXT)  
**The Phillips upgrade: inbound call center is now linked to data from all media. (TeleDirect) (Phillips Publishing Inc.)**

Emerson, Jim  
Direct, v11, n4, pT5(1)  
March 15, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 566

... e-mail and faxes, in addition to automatically generating scripts for agents based on the **customer** 's purchasing **history** .

Three years ago, **phone** reps at Phillips flipped through two-pound binders with pages of **information** to assist customers **calling** to place orders or ask questions.

Now the newsletter publisher uses online data to track...

**14/3,K/25 (Item 3 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04897463 Supplier Number: 47202232 (USE FORMAT 7 FOR FULLTEXT)  
**Keyware Demonstrates Voice Verification Solution Providing Enhanced Security For Financial Markets**

PR Newswire, p311NYTU035  
March 11, 1997  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 664

... for Keyware by Lernout & Hauspie, the leader in Speech Products. This verification is performed through **analysis** of an **individual** 's speech **patterns** at the **phoneme** level looking for the points of inflection and articulation, which form a unique voice pattern...

**14/3,K/26 (Item 4 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04711965 Supplier Number: 46937627 (USE FORMAT 7 FOR FULLTEXT)  
**Blue Cross of California Selects HP to Build Customer-Service Centers; Company to Implement HP Smart Contact Solution.**  
Business Wire, p12020253

Dec 2, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 819

... if a Blue Cross member wishes to speak to a customer-service representative, after keying **data** into a voice-response unit, the **phone call** and the **customer's history** will be received on a workstation by the representative. This scenario, enabled by Customer Contact Manager middleware's integration of voice systems and computer databases, puts benefits, claims and eligibility **information** in front of customer-service representatives just as they begin speaking with callers.

"Our customers...

**14/3,K/27 (Item 5 from file: 16)**  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04278972 Supplier Number: 46269184 (USE FORMAT 7 FOR FULLTEXT)  
**WIRELESS: CORAL SYSTEMS INTRODUCES INDUSTRY'S FIRST GLOBAL WIRELESS FRAUD PREVENTION SOFTWARE SYSTEM; NEXT GENERATION FRAUDBUSTER 4.0 SUPPORTS ALL DOMESTIC & INTERNATIONAL WIRELESS STANDARDS**  
EDGE, on & about AT&T, pN/A  
April 1, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 654

... for wireless carriers on a global scale.  
To prevent the unauthorized use of a cellular **phone**, FraudBuster builds personalized **customer profiles** based on the subscriber's typical **calling** patterns. When suspicious activity is detected, a member of the carrier's fraud investigation team is immediately alerted, supplied with detailed **information** of the call(s) in question and provided with recommended actions to address the fraud...

**14/3,K/28 (Item 6 from file: 16)**  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

03622495 Supplier Number: 45104140 (USE FORMAT 7 FOR FULLTEXT)  
**Re-engineering puts customers on fast track to service**  
Communications News, p10  
Nov, 1994  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 849

... or, for a new customer, creates the record.  
Each service rep uses an integrated voice/ **data** workstation consisting of an IBM PC and an AT&T CallMaster **telephone** set. The **customer profile** provides the rep with **information** about the **caller** and a **call** -history log showing an automated **record** of the date, time, nature and resolution of previous calls - cues that help agents begin...

**14/3,K/29 (Item 7 from file: 16)**  
DIALOG(R) File 16:Gale Group PROMT(R)

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03221642 Supplier Number: 44420911 (USE FORMAT 7 FOR FULLTEXT)

**Cellular technology moving information age**

Crain's Detroit Business, p11

Feb 7, 1994

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 823

... contact your service technician by cellular phone. The technician plugs a laptop into the mobile **phone** and takes the **customer history**, the nature of the service **call** and Mr. Big Customer's **information** on the parts needed. When the repair is made, your representative files a report back...

**14/3,K/30 (Item 8 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

01006233 Supplier Number: 41097955

**Northern Telecom links PBXs with H-P computers**

MIS Week, p6

Jan 1, 1990

Language: English Record Type: Abstract

Document Type: Magazine/Journal; Trade

**ABSTRACT:**

...automatic number identification and fast data retrieval from large databases.

The application create functional voice/ **data** integration at the desktop. In a typical customer service application, the PBX would identify the phone number of an incoming **caller** and query the computer database for the file corresponding to the **telephone** number. The **customer profile** of the incoming **caller** would then be displayed on the computer terminal of the customer service agent receiving the...

**14/3,K/31 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

09390846 SUPPLIER NUMBER: 19250804 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Do you hear what I hear? Voice-activated wireless services is the key to success in recognition accuracy.**

Kasbow, Rob

Cellular Business, v14, n2, p44(2)

Feb, 1997

ISSN: 0741-6520 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 918 LINE COUNT: 00079

... technique employs a sophisticated mathematical probability model and profile for each subscriber that performs an **analysis** of telephone number structure, **individual** dialing **patterns** and the probability of speech recognition errors to correct the telephone number to be dialed...

**14/3,K/32 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

07174727      SUPPLIER NUMBER: 14789586      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**NCRA carrier survey illustrates low-usage pricing on-the-rise. (National Cellular Resellers Association)**  
Mobile Phone News, v12, n6, pS1(2)  
Feb 7, 1994  
ISSN: 0737-5077      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 509      LINE COUNT: 00040

... with cellular resellers..." to create a highly competitive retail cellular market, said Gusk.

NCRA's **data** includes the airtime prices of both the "A" and "B" band cellular operators in the 30 largest MSA. The airtime charges were calculated by using **data** obtained from **Information Enterprises** and the licensed carriers' customer service departments in each market. The monthly airtime charges...

...of peak-hour airtime and 10 minutes off-peak airtime usage, which represents a reasonable **calling pattern** for **individuals** using a cellular **phone** chiefly for personal safety and convenience, said NCRA.

...Some Markets' Pricing Very Dramatically  
Although NORA...

14/3,K/33      (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

06223834      SUPPLIER NUMBER: 14409806      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Improving customer service through networking capabilities.**  
Kennedy, Michael D.  
Telecommunications, v26, n11, p19(3)  
Nov, 1992  
ISSN: 0278-4831      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1937      LINE COUNT: 00166

... service representative answers the call. Hence, the service enables the bank to go to its **data** base, extract the customer's account profile, and route the **call** to the most appropriate person. When the agent picks up the **phone**, the **customer's profile** is already on the screen.

ISDN has also made available to many phone company customers...

14/3,K/34      (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

05893172      SUPPLIER NUMBER: 12317739      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**HBC purchasers like to shop around. ('The Rhyme and Reason of HBC Consumers: Retailing Opportunities for Drug, Food and Other Store Types' report by MPSI/Retail Systems shows Health Benefit Card consumer preferences in buying health and beauty aids; includes related article analyzing HBC consumer)**  
Frederick, Joanne  
Grocery Marketing, v58, n5, p21(3)  
May 24, 1992  
ISSN: 0888-0360      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 917      LINE COUNT: 00078

... in the Tampa-St. Petersburg, Fla., market in two phases. The first phase, involving 511 **telephone** interviews, determined specific **consumer behaviors** and attitudes about shopping for HBC products. This image **analysis** identified the six consumer cluster groups (See sidebar, page 28).

The second phase, involving 513...

14/3,K/35 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

05129996 SUPPLIER NUMBER: 10560114 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**A sense of where you are: powerful computerized maps are helping make order out of an increasingly complicated world.**

Allman, William

U.S. News & World Report, v110, n14, p58(3)

April 15, 1991

CODEN: XNWRA ISSN: 0041-5537 LANGUAGE: ENGLISH RECORD TYPE:  
FULLTEXT

WORD COUNT: 1370 LINE COUNT: 00104

... climate changes.

Boardroom mapping. By allowing map makers to easily merge almost any kind of **data** with a spatial map, GIS technology has become a key tool in corporate boardrooms as...

...best spots for drilling; the telephone company U.S. West is targeting its marketing of **call waiting**" and other services with a GIS program that merges **customer profiles** with **phone information** ; and a movie distributor uses GIS to **analyze** what kinds of films draw the best crowds in various neighborhoods. The new mapping technology...

14/3,K/36 (Item 1 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)  
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02062184

**High Caliber Systems Brings peopleBASE (TM) To The People**

News Release September 2, 1988 p. 1

...telephone/mail correspondence. Using simple pull-down menus, you can select a person to be **called** , review that **person** 's correspondence **history** , auto-dial the **phone** , update the history, and print a personalized "thank you" letter. PeopleBASE also gives you the...

... manage mailing lists, print labels and/or form letters, print custom lists, and analyze numeric **information stored** in the database.

Full text available on PTS New Product Announcements.

...

14/3,K/37 (Item 2 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)  
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02045381

**High Caliber Systems Brings peopleBASE (TM) To The People.**

News Release September 2, 1988 p. 1



...telephone/mail correspondence. Using simple pull-down menus, you can select a person to be **called** , review that **person** 's correspondence **history** , auto-dial the **phone** , update the history, and print a personalized "thank you" letter. PeopleBASE also gives you the...

... manage mailing lists, print labels and/or form letters, print custom lists, and analyze numeric **information stored** in the database.

Full text available on PTS New Product Announcements.

...

14/3,K/38 (Item 3 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)

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00797610

**Telephone companies will make increasing use of Census data, which provide information on the number and type of housing units, home value, race and age, according to industry experts.**

Telephone Engineer & Management July 15, 1982 p. 62,64

The **data** have applications in choosing the best locations from which to offer new services; advance planning for new investments in access points; optimizing personnel usage at phone center **stores** and business offices; placement of coin **phones** ; development of **customer profiles** on certain products; and development of usage patterns in long distance **calling** . The **data** are most often accessed through service bureau vendors who enhance the **data** with graphics and other means to meet specific needs; they can also be obtained in raw form from the Census Bureau. **Information** can be accessed through service bureaus by ordering pre-packaged reports, computer access, licensing the...

14/3,K/39 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01928940 SUPPLIER NUMBER: 18058811 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Call accounting roundup. (call accounting software packages) (includes vendor directory and related articles on choosing a call accounting software package) (Buyers Guide)**

Teleconnect, v14, n3, p72(23)

March, 1996

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 8445 LINE COUNT: 00698

ABSTRACT: A buyer's guide compares over 60 **call** accounting devices and software packages. Each product **profile** includes price, **vendor** name, location and **telephone** number, as well as and feature **information** . Products range in price from \$199 to \$140,000.

14/3,K/40 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01687854 SUPPLIER NUMBER: 15506075 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Operator, give me telephony. (computer-telephone integration)**

Karve, Anita  
LAN Magazine, v9, n7, p71(5)  
July, 1994  
ISSN: 0898-0012      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 3710      LINE COUNT: 00293

... when dealing with cutomers.

When a call comes into a call center, the PBX sends **information** about the call to a mainframe or mini-computer instead of immediately directing the call to a customer service representative. The computer processes this **information**, makes a decision, and tells the PBX what to do. The PBX then routes the...

...able to take the call. Along with the call, the representative might also receive customer **information** on his or her terminal that was gleaned from a database. Linking the **phone** number to the **customer**'s order **history**, for example, might save the representative 30 seconds per **call**, and with hundreds or thousands of calls being processed every day, those 30 seconds add...

14/3,K/41      (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01500656      SUPPLIER NUMBER: 11936385      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Privacy in the telecommunications age. (From Washington; column) (Cover Story)**

Wolinsky, Carol; Sylvester, James  
Communications of the ACM, v35, n2, p23(3)  
Feb, 1992

DOCUMENT TYPE: Cover Story      ISSN: 0001-0782      LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1897      LINE COUNT: 00162

...ABSTRACT: concern include access to private conversations and records, using customer information for marketing purposes, building **customer profiles** through **telephone** numbers and other personal **information**, automated equipment for placing **calls** or collecting **caller information**, and keeping track of a person's location through their use of mobile telephones and...

14/3,K/42      (Item 4 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01356965      SUPPLIER NUMBER: 08011012      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Northern Telecom links PBXs with H-P computers. (product announcement)**

Iida, Jeanne  
MIS Week, v11, n1, p6(1)  
Jan 1, 1990

DOCUMENT TYPE: product announcement      ISSN: 0199-8838      LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 508      LINE COUNT: 00040

... automatic number identification and fast data retrieval from large databases.

The applications create functional voice/ **data** integration at the desktop. In a typical customer service application, the PBX would identify

the phone number of an incoming **caller** and query the computer database for the file corresponding to the **telephone** number. The **customer profile** of the incoming **caller** would then be displayed on the computer terminal of the customer service agent receiving the...

**14/3,K/43 (Item 5 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01248903 SUPPLIER NUMBER: 07031157 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Software lets AS-400 manage calls routed by IBM's PBX system. (Connectivity supplement to PC Week) (product announcement)**

PC Week, v5, n40, pC24(1)

Oct 3, 1988

DOCUMENT TYPE: product announcement ISSN: 0740-1604 LANGUAGE:

ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 225 LINE COUNT: 00019

... Redwood PBX system, company officials said.

The software allows customers to use AS/400 database **information**, such as **client profiles** and **telephone** numbers, to direct outgoing telephone **calls**. It also allows customers to use AS/400 application programs to process the call-detail **records** generated by the Redwood PBX for telephone-calls tracking and analysis, officials explained.

Additional Features...

**14/3,K/44 (Item 6 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01078832 SUPPLIER NUMBER: 00636491

**Call History for PDP-11 and VAX.**

Hardcopy, v13, n10, p160

Oct., 1984

DOCUMENT TYPE: product announcement ISSN: 0279-8123 LANGUAGE:

ENGLISH RECORD TYPE: ABSTRACT

ABSTRACT: Origin's **Call Tracker** is a **client history data** base and **phone** dialer. The software package tracks who to **call**, when to **call**, and what was said in past conversations. The package is available for systems running DEC...

**14/3,K/45 (Item 1 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod. Annou. (R)

(c) 2003 The Gale Group. All rts. reserv.

01052635 Supplier Number: 40171246 (USE FORMAT 7 FOR FULLTEXT)  
**COMPLEMENTARY SOLUTIONS, INC., TO FEATURE TELEMATE SOFTWARE SYSTEM AT NATA'S UNICOM 1 EXPO AND CONFERENCE**

News Release, pN/A

Sept 24, 1987

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 533

... for each employee. The Alert capability allows identification of most frequently called numbers.

2) Management **Analysis** Category--Determines individual phone activity **patterns** , provides an overall picture of an organization's phone usage; prorates telephone expenses (by department...

14/3,K/46 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

04165537 Supplier Number: 54569480 (USE FORMAT 7 FOR FULLTEXT)  
**KINGSTON-SCL: Kingston-SCL announces further extension to Jupiter's web capability.**

M2 Presswire, pNA

May 5, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 521

... be activated by simply clicking a 'yes please' button on the web page.

- \* incorporating additional **information** on customer segmentation and target markets, building on the extensive existing Jupiter **information** such as customer/subscriber details, sales ledger, invoices and **call** details.

- \* capturing important marketing **information** on **customers behavioural patterns** such as **phone** usage, internet usage, web pages visited and response **information** .

- \* providing opportunities for third party advertising and increasing revenue streams.

- \* reducing costs, particularly CSR costs...

14/3,K/47 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

03596867 Supplier Number: 47446160 (USE FORMAT 7 FOR FULLTEXT)

**TELEFFICIENCY TO LAUNCH GEOGRAPHICAL TELEPHONE USAGE SOFTWARE**

Telecomworldwire, pN/A

June 6, 1997

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 82

TELEFFICIENCY LTD is to launch TeleReporter, geographical mapping software for **profiling telephone** usage. **Users** will be able to develop customised reports **analysing** all aspects of their telecoms bills in a range of graphical and text formats. Additionally...

14/3,K/48 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

03523727 Supplier Number: 47278171 (USE FORMAT 7 FOR FULLTEXT)

**Public Access to Malpractice Data Proliferating in the States**

Medicine & Health, v51, n14, pN/A

April 7, 1997

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; General  
Word Count: 294

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Maryland is moving toward becoming the first state in the nation to make malpractice **data** for individual physicians available on the Internet, although exactly what **information** will be given and how it will be paid for hasn't been resolved by...

...executive director of the Maryland Medical Assn., says the board is likely to eventually include **data** on resolved but not pending malpractice cases, but how the costs of gathering that '**information**' will be paid for hasn't been resolved by state lawmakers. Bills have been introduced this session in at least seven state legislatures to give consumers greater access to **data** on individual physicians, including malpractice **data**, says the Washington, DC-based Health Policy Tracking Service. They include Maryland, Florida, Delaware, Colorado, California, Vermont, and Connecticut. Last November, Massachusetts became the first state to offer the public **individual** physician **profiles** through a tollfree **phone** line. **Calls** now run about 200 per day, down from 700 to 1,000 **calls** a day when the system first began operating. **Information** provided -- developed in conjunction with the state's medical society after a legislative battle includes **data** on malpractice payouts. However, the reports, sent by mail or fax, do not include actual dollar amounts, but classify payouts as average, above average, or below average, and include **information** showing what percentage of doctors in the specialty involved had malpractice payouts over the decade. The **information** also notes that malpractice settlements may be made for reasons other than a doctor's...

14/3,K/49 (Item 4 from file: 636)

DIALOG(R) File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

03375777 Supplier Number: 46943606 (USE FORMAT 7 FOR FULLTEXT)

**HEWLETT-PACKARD: Blue Cross of California selects HP to build customer-service centers**

M2 Presswire, pN/A  
Dec 3, 1996

Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 816

... if a Blue Cross member wishes to speak to a customer-service representative, after keying **data** into a voice-response unit, the **phone call** and the **customer's history** will be received on a workstation by the representative. This scenario, enabled by Customer Contact Manager middleware's integration of voice systems and computer databases, puts benefits, claims and eligibility **information** in front of customer-service representatives just as they begin speaking with callers. "Our customers...

14/3,K/50 (Item 5 from file: 636)

DIALOG(R) File 636:Gale Group Newsletter DB(TM)  
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03077545 Supplier Number: 46288841 (USE FORMAT 7 FOR FULLTEXT)

**INTERCONNECTION SAGA RAGES ON, REPORT FINDS BILL AND KEEP NOT FEASIBLE YET**

Mobile Phone News, v14, n15, pN/A  
April 8, 1996  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 411

... than they do today but should not be set exactly at cost."  
The report, "Cellular **Telephone Calling Patterns** for Residential **Customers** ," surveyed monthly billing **records** of 645 residential customers. The survey found that 82 percent of all cellular calls are...

**14/3,K/51 (Item 1 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04773169 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Russian advertisement tycoon charged with eavesdropping.**  
ITAR TASS (COMTEX)  
March 26, 1999  
JOURNAL CODE: WITS LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 217

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the private life" of media leaders and public figures.  
The searches have turned up tapped **telephone** conversations, **analytical profiles** of **persons** and members of their families, information on bank accounts, private cars, property and other private...

**14/3,K/52 (Item 1 from file: 476)**  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2003 Financial Times Ltd. All rts. reserv.

0006065889 BOBGDBXAAUFT  
**Technology: Database shoots with precision**  
DELLA BRADSHAW  
Financial Times, P 10  
Thursday, July 4, 1991  
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
Word Count: 676

...television. 'One interesting thing after advertising in the tabloids is to use the database to **analyse** which people respond,' explains Hartley. 'We have a **profile** of **people** who respond by **phone** , by coupons, who respond to national newspapers or to door drops.'

With the cost of...

**14/3,K/53 (Item 1 from file: 624)**  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0725191  
**Should you standardize on...TSAPI?**  
Open Computing December 1995; Pg 50; Vol. 12, No. 12  
Journal Code: UNIX ISSN: 0739-5922  
Section Heading: DECISIONS

Word Count: 853 \*Full text available in Formats 5, 7 and 9\*

BYLINE:

Claire Tristram

TEXT:

...PC interfaces is a great idea, but very few people know how to do it.

**Call** -center managers have dreamed about automatically integrating the knowledge captured by their PBX-including **telephone - calling patterns** and **customer information** -with a database that has a standard local-area network interface. Even a simple, real...

Set	Items	Description
S1	383	AU=(HSU M? OR HSU, M?)
S2	2223281	CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? - OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? - OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERS- ON? ?
S3	1775514	PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR? OR PATTERN? ?
S4	276762	TELEPHONE? OR PHONE? OR CELLPHONE?
S5	580568	CALL???
S6	750111	STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7	3205608	DATA? ? OR INFO OR INFORMATION
S8	168	S2(3N)S4(3N)S3
S9	57	S8 AND S5
S10	48	S9 NOT PY>1999
S11	46	RD (unique items)

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(c)2003 Info.Sources Inc



11/5/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6567307 INSPEC Abstract Number: C2000-05-1230D-124

**Title: A self-organizing map for clustering probabilistic models**

Author(s): Hollmen, J.; Tresp, V.; Simula, O.

Author Affiliation: Lab. of Comput. & Inf. Sci., Helsinki Univ. of Technol., Espoo, Finland

Conference Title: ICANN99. Ninth International Conference on Artificial Neural Networks (IEE Conf. Publ. No.470) Part vol.2 p.946-51 vol.2

Publisher: IEE, London, UK

Publication Date: 1999 Country of Publication: UK 2 vol. xxix+1028 pp.

ISBN: 0 85296 721 7 Material Identity Number: XX-2000-00687

Conference Title: Proceedings of 9th International Conference on Artificial Neural Networks: ICANN '99

Conference Date: 7-10 Sept. 1999 Conference Location: Edinburgh, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Theoretical (T); Experimental (X)

Abstract: We present a general framework for self-organizing maps, which store probabilistic models in map units. We introduce the negative log probability of the data sample as the error function and motivate its use by showing its correspondence to the Kullback-Leibler distance between the unknown true distribution of data and our empirical models. We present a general winner search procedure based on this probability measure and an update step based on its gradients. As an application, we derive the learning rules for a particular probabilistic model that is used in user profiling in mobile communications network. Due to the constrained nature of the parameters of our probabilistic model, we introduce a new parameter space, in which the gradient update step is performed. In the experiments, we show clustering of user **profiles** using **calling** data involving normal **users** of mobile **phones** and **users** that are known to be victims of fraud. Finally, we discuss further applications of the approach. (17 Refs)

Subfile: C

Descriptors: computerised monitoring; learning (artificial intelligence); pattern recognition; probability; search problems; self-organising feature maps; telecommunication computing

Identifiers: self-organizing map; clustering; probabilistic models; Kullback-Leibler distance; winner search; probability; learning rules; mobile phone monitoring

Class Codes: C1230D (Neural nets); C1250 (Pattern recognition); C7410F (Communications computing); C1230L (Learning in AI); C1140Z (Other topics in statistics)

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11/5/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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5849989 INSPEC Abstract Number: B9804-6210D-006, C9804-7410F-009

**Title: Case study: how to make telecom pricing strategy using data warehouse approach**

Author(s): Seungjae Shin; Gilju Park; Wonjun Lee; Sunmi Lee

Author Affiliation: R&D Group, Korea Telecom, Seoul, South Korea

Conference Title: Proceedings of the Thirty-First Hawaii International Conference on System Sciences (Cat. No.98TB100216) Part vol.6 p.55-60 vol.6

Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA

Publication Date: 1998 Country of Publication: USA 7 vol.

(xiv+689+ix+346+xi+470+xiv+581+xi+481+xiv+753+xvi+849) pp.  
ISBN: 0 8186 8255 8 Material Identity Number: XX98-00244  
U.S. Copyright Clearance Center Code: 1060-3425/98/\$10.00  
Conference Title: Proceedings of the Thirty-First Hawaii International  
Conference on System Sciences  
Conference Sponsor: Univ. Hawaii  
Conference Date: 6-9 Jan. 1998 Conference Location: Kohala Coast, HI,  
USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P)

Abstract: SIMS (Strategic Information Management System) is a large-scale DSS for the telecommunications industry. Its goal is the development of a pricing strategy. SIMS is developed based upon the huge volume of CDR ( **Call** Data Records). Its two main functions are CBA ( **Call** Behavior Analysis) and database simulation. Once decision-makers have fully analyzed a **call** behavior pattern, they can make an assumption for their pricing strategy, and then they can simulate their own scenario. After several simulations, they can find the optimal solution under their environment. It is very important to know the **telephone customers ' behaviors** because the telecommunications market is quickly becoming a highly competitive one. Telephone customers have an influence on the market, so we need a customer-oriented pricing strategy because the market itself has turned into a customer-oriented one. To get a customer-oriented strategy, we have to thoroughly analyze the customers' **call** behavior patterns. SIMS is a strong tool to obtain these patterns and to conduct simulations based on this knowledge. (4 Refs)

Subfile: B C

Descriptors: commerce; decision support systems; tariffs;  
telecommunication computing; telecommunication services; telephone traffic  
recording; very large databases

Identifiers: case study; telecommunications pricing strategy; data  
warehouse; SIMS; Strategic Information Management System; large-scale DSS;  
decision support system; **call** data records; **call** behavior analysis;  
database simulation; **call** behavior pattern; telephone customers;  
telecommunications market; competitive market; customer-oriented pricing  
strategy

Class Codes: B6210D (Telephony); C7410F (Communications computing); C7185  
(Administration of other service industries); C6160Z (Other DBMS); C7102  
(Decision support systems)

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11/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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5456224 INSPEC Abstract Number: B9702-6210D-008, C9702-7410F-020

**Title: Combining data mining and machine learning for effective user  
profiling**

Author(s): Fawcett, T.; Provost, F.

Author Affiliation: NYNEX Sci. & Technol., White Plains, NY, USA

Conference Title: KDD-96 Proceedings. Second International Conference on  
Knowledge Discovery and Data Mining p.8-13

Editor(s): Simoudis, E.; Han, J.; Fayyad, U.

Publisher: AAAI Press, Menlo Park, CA, USA

Publication Date: 1996 Country of Publication: USA xiv+391 pp.

Material Identity Number: XX96-02511

Conference Title: Proceedings of 2nd International Conference on  
Knowledge Discovery and Data Mining (KDD-96)

Conference Date: 2-4 Aug. 1996 Conference Location: Portland, OR, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The paper describes the automatic design of methods for detecting fraudulent behaviour. Much of the design is accomplished using a series of machine learning methods. In particular, the authors combine data mining and constructive induction with more standard machine learning techniques to design methods for detecting fraudulent usage of cellular **telephones** based on **profiling customer behaviour**. Specifically, they use a rule-learning program to uncover indicators of fraudulent behaviour from a large database of cellular **calls**. These indicators are used to create profilers, which then serve as features to a system that combines evidence from multiple profilers to generate high-confidence alarms. Experiments indicate that this automatic approach performs nearly as well as the best hand-tuned methods for detecting fraud. (12 Refs)

Subfile: B C

Descriptors: cellular radio; data analysis; fraud; learning (artificial intelligence); telecommunication computing; very large databases

Identifiers: effective user profiling; machine learning; data mining; automatic method design; fraudulent behaviour detection; constructive induction; fraudulent cellular telephone usage; customer behaviour profiling; rule-learning program; fraudulent behaviour indicators; large cellular **call** database; high-confidence alarm

Class Codes: B6210D (Telephony); B6250F (Mobile radio systems); C7410F (Communications computing); C6160Z (Other DBMS); C6170K (Knowledge engineering techniques)

Copyright 1996, IEE

11/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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4657062 INSPEC Abstract Number: B9406-6250F-018, C9406-7410F-014

**Title: Rules of the game (object-oriented rule-based systems)**

Author(s): Handzel, M.

Author Affiliation: Coral Syst. Inc., Longmont, CO, USA

Journal: Object Magazine vol.4, no.1 p.72-5

Publication Date: March-April 1994 Country of Publication: USA

ISSN: 1055-3614

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The next step in adding value to object-oriented business software is to introduce rules. Rules-which govern and manage objects according to predefined guidelines-can provide structure and content for informed decision making. Rules make objects more meaningful to each particular end user and to the organization as a whole. Coral Systems is a leading provider of intelligent network systems and software to cellular telephone carriers nationwide. Their Unix-based modular services platform delivers sophisticated **call** handling capabilities to existing cellular and emerging personal communications services. One key business need they address is the detection and prevention of cellular phone fraud. That's where the rule-based, object-oriented system **called** FraudBuster comes in. Using rules and objects constructed with the NEXPERT OBJECT tool from Neuron Data, FraudBuster tracks **patterns** of usage among cellular **phone subscribers** and flags potential fraud. In other words, it uses rules to give meaning to objects **called** "phone **calls** " and to other, pattern-based constructs **called** "subscriber usage." With FraudBuster, customers have cut the costs of fraud significantly, while at the same time trimming their fraud-detection expenditures. (0 Refs)

Subfile: B C

Descriptors: administrative data processing; cellular radio; commerce; fraud; knowledge based systems; object-oriented programming; telecommunications computing

Identifiers: object-oriented rule-based systems; object-oriented business software; predefined guidelines; informed decision making; Coral Systems; intelligent network systems; cellular telephone carriers; Unix-based modular services platform; **call** handling capabilities; personal communications services; cellular phone fraud; FraudBuster; NEXPERT OBJECT tool; cellular phone subscribers; phone **calls** ; pattern-based constructs; subscriber usage; fraud-detection expenditures

Class Codes: B6250F (Mobile radio systems); C7410F (Communications); C6110J (Object-oriented programming); C6170 (Expert systems); C7100 (Business and administration)

11/5/5 (Item 5 from file: 2)

DIALOG(R) File 2:INSPEC

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04059756 INSPEC Abstract Number: B9202-6210D-028

**Title: The relevance of documentation and the role of the MLOE records in the disposal of excess metering complaints**

Author(s): Ramanathan, P.V.

Author Affiliation: DE Maintenance, Kakinada, India

Journal: Telecommunications vol.41, no.3 p.56-8

Publication Date: June 1991 Country of Publication: India

CODEN: TCMSAX ISSN: 0497-1388

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Observation and documentation play a vital role in the expeditious and satisfactory disposal of complaints about excess metering. Most of the observation is done after the 'spurt' has occurred, more so in the Strowger exchanges. The commissioning of MLOEs has helped in establishing concrete evidence of the use of the STD by the subscriber as well as the incidence of excess metering. The author outlines the methods of documentation and examines their relevance to the factors governing the disposal of excess metering cases. (0 Refs)

Subfile: B

Descriptors: telephone traffic recording

Identifiers: **telephone subscriber's call pattern** ; documentation; MLOE records; excess metering complaints; STD

Class Codes: B6210D (Telephony)

11/5/6 (Item 6 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

04008823 INSPEC Abstract Number: C91067944

**Title: A layered model of organizations: communication processes and performance**

Author(s): Bair, J.H.

Author Affiliation: Competition Technol. Corp., Los Gatos, CA, USA

Journal: Journal of Organizational Computing vol.1, no.2 p.187-203

Publication Date: April-June 1991 Country of Publication: USA

ISSN: 1054-1721

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Modeling organizations is most useful for predicting the outcome of decisions and courses of action. However, the tendency has been

to view an organization too narrowly, thus overlooking critical variables. For example, financial models are based on abstract indicators and do not adequately describe human factors. The article offers a five-layer, multidisciplinary model, where each layer defines units of analysis and subsystem boundaries. The layers (behavior-motion, activity, process-procedure, function, mission) define arenas of practical action, ranging from **individuals** ' moment-by-moment **behaviors** , such as making **telephone calls** , to broad policy decisions and functional structure of organizations. (47 Refs)

Subfile: C

Descriptors: corporate modelling; systems analysis

Identifiers: layered model; communication processes; financial models; abstract indicators; human factors; multidisciplinary model; behavior-motion; activity; process-procedure; function; mission; telephone **calls** ; policy decisions

Class Codes: C1290 (Applications of systems theory)

11/5/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

03414613 INSPEC Abstract Number: B89050268

**Title: Telephone calling behavior model**

Author(s): Itoh, H.

Author Affiliation: NTT Commun. & Inf. Process. Labs., Tokyo, Japan

Journal: Review of the Electrical Communication Laboratories vol.37, no.2 p.149-54

Publication Date: March 1989 Country of Publication: Japan

CODEN: RELTAN ISSN: 0029-067X

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T); Experimental (X)

Abstract: A mathematical model based on the probability of a **call** being made to each **called** party is developed in which the probability is expressed by two parameters: N; number of parties a user **calls** , and beta ; a value expressing **call** concentration to each party. The model is used to evaluate a telephone system which makes a personal directory automatically by learning from the **users telephone calling behavior** . The evaluation is based on the percentage of **calls** made by using the directory. It confirmed that the **calling** behavior can be expressed by an exponential function. (3 Refs)

Subfile: B

Descriptors: probability; telephone systems; telephone traffic

Identifiers: **call** probability; telephone **calling** behaviour; **call** concentration; telephone system; personal directory

Class Codes: B6210D (Telephony); B0240Z (Other and miscellaneous)

11/5/8 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

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03006561 INSPEC Abstract Number: D87002938

**Title: The era of electronic phone call management**

Author(s): Makin, J.

Journal: Office & Information Management International vol.1, no.4 p.16-17

Publication Date: Sept. 1987 Country of Publication: UK

ISSN: 0951-5062

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: For the majority of organisations, the telephone is the most important tool available for communicating and creating sales. The telephone **call** -management system has grown in popularity to fight increasing costs and help improve office management techniques. It is an electronic data recorder that is connected to the user's switchboard. The highly-sophisticated data storing instrument provides a perfect record, in the form of printed reports, on **telephone behaviour**, trends and **patterns** by departments or **individuals**, **call** charges for single **calls**, sections and buildings, and a host of other key information that is necessary to form an intelligent picture of business activity. (0 Refs)

Subfile: D

Descriptors: telephony

Identifiers: electronic phone **call** management

Class Codes: D4070 (Telephone systems)

11/5/9 (Item 9 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

02079581 INSPEC Abstract Number: B83040095

**Title: The influence of the perseverance function in queueing systems with repeated calls**

Author(s): Deul, N.

Author Affiliation: Sektion Math., Humboldt-Univ. zu Berlin, Berlin, East Germany

Journal: Elektronische Informationsverarbeitung und Kybernetik (EIK)  
vol.18, no.10-11 p.587-94

Publication Date: 1982 Country of Publication: East Germany

CODEN: EIVKAX ISSN: 0013-5712

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The influence of the **individual subscriber behaviour** on the stationary characteristics of **telephone** systems with repeated **calls** is investigated. The system characteristics are obtained by an iterative algorithm, the results of numerical calculations are discussed. (7 Refs)

Subfile: B

Descriptors: queueing theory; telephone traffic

Identifiers: telephone traffic; perseverance function; queueing systems; repeated **calls**; individual subscriber behaviour; stationary characteristics; telephone systems; iterative algorithm

Class Codes: B0240C (Queueing theory); B6150 (Communication switching theory)

11/5/10 (Item 10 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

02050063 INSPEC Abstract Number: B83031209

**Title: Telephone answering machines-an investigation into user behaviour**

Author(s): Maskery, H.S.; Pearce, B.G.

Author Affiliation: Loughborough Univ. of Technology, Loughborough, UK

Conference Title: International Conference on Man/Machine Systems p.  
258-61

Publisher: IEE, London, UK

Publication Date: 1982 Country of Publication: UK xii+280 pp.

Conference Date: 6-9 July 1982 Conference Location: Manchester, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The main aim of the study was to investigate the reasons for **callers** ' reactions to a telephone answering machine. This included the identification of different types of reaction. The secondary aim of the study was to quantify the magnitudes of the different types of user response. Finally, it was hoped that recommendations could be produced for those people involved with the design, manufacture, installation, and use of answering machines. It was felt that there was a possibility that these recommendations could be extended to cover more global aspects of voice communication and speech generation technology. (0 Refs)

Subfile: B

Descriptors: human factors; telephone station equipment

Identifiers: human factors; **callers** ' reactions; telephone answering machine; user response

Class Codes: B6220C (Telephone stations)

11/5/11 (Item 11 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

01982635 INSPEC Abstract Number: C83006497

**Title: Analysis by computer of physician telephone usage for laboratory results**

Author(s): Bloch, D.M.

Author Affiliation: Dept. of Pathology, Univ. of Michigan, Ann Arbor, MI, USA

Conference Title: Proceedings of MEDCOMP '82. First IEEE Computer Society International Conference on Medical Computer Science/Computational Medicine p.64-5

Publisher: IEEE, New York, NY, USA

Publication Date: 1982 Country of Publication: USA xv+547 pp.

Conference Sponsor: IEEE

Conference Date: 23-25 Sept. 1982 Conference Location: Philadelphia, PA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P); Experimental (X)

Abstract: Discusses use of a laboratory computer to analyze physician telephone **calling** patterns for test results. Implementation of a laboratory computer system may result in only a 12% reduction in telephone **calls** , but the pattern shifts to earlier times. The effect of earlier interim reports and reduction of telephone lines is discussed. There is a close correlation between physician rounding **patterns** and the telephone **calling** **pattern** . Analysis of **telephone** **calling** **patterns** by **individual** patient indicates that many persons may **call** for the same test results in a very short period of time, suggesting lack of coordination of medical services. (7 Refs)

Subfile: C

Descriptors: medical administrative data processing

Identifiers: physician telephone usage; laboratory results; laboratory computer; telephone **calling** patterns; patient; medical services

Class Codes: C7140 (Medical administration)

11/5/12 (Item 12 from file: 2)

DIALOG(R) File 2:INSPEC

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01527665 INSPEC Abstract Number: B80030591

**Title: Direct distance dialing: call completion and customer retrieval behavior**

Author(s): Liu, K.S.

Journal: Bell System Technical Journal vol.59, no.3 p.295-311

Publication Date: March 1980 Country of Publication: USA

CODEN: BSTJAN ISSN: 0005-8580

Language: English Document Type: Journal Paper (JP)

Treatment: Experimental (X)

**Abstract:** A study of DDD **call** completion and retrials is important to provide an overall characterization of network performance and **customer behavior** in setting up **customers** ' desired **telephone** connections. A survey adopting a two-stage stratified sampling plan was undertaken to obtain DDD retrieval statistics. Data associated with sampled DDD **calls** that were originated from one of 890 switching entities in the Bell System network were collected for a period of one week. The basic DDD retrieval reported here are initial attempt disposition probabilities, retrieval probabilities, number of additional attempts, ultimate success probabilities, and distribution functions for retrieval intervals following different types of incomplete initial attempts. Results of subclass analyses of retrieval statistics by originating and terminating classes of service (residence and business) are also presented. Results obtained in this study are useful in many network planning applications. A technique to analyze the revenue and cost impact is outlined in the paper. (2 Refs)

Subfile: B

Descriptors: switching theory; telephone traffic

Identifiers: customer retrieval behavior; **call** completion; network performance; retrieval probabilities; ultimate success probabilities; distribution functions; cost; direct distance dialling

Class Codes: B6150 (Communication switching theory); B6210D (Telephony)

11/5/13 (Item 13 from file: 2)

DIALOG(R)File 2:INSPEC

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01320293 INSPEC Abstract Number: B79013917, C79010715

**Title: Detailed traffic study data from new line activity monitor**

Journal: Telephone Engineer and Management vol.82, no.20 p.67-8

Publication Date: 15 Oct. 1978 Country of Publication: USA

CODEN: TPEMAW ISSN: 0040-263X

Language: English Document Type: Journal Paper (JP)

Treatment: New Developments (N); Practical (P)

**Abstract:** Discusses a new and improved way to study **customer telephone traffic patterns** which is currently being evaluated by two leading Independent telephone systems. The new technique utilizes an all-electronic line activity monitor developed by Conversational Voice Terminal Corporation, Chicago. The device, **called** LAM 1, is a portable microcomputer housed in an attache case along with all necessary cables, connectors, and connection instructions. (0 Refs)

Subfile: B C

Descriptors: communications computing; telephone traffic recording

Identifiers: line activity monitor; **customer telephone traffic patterns** ; portable microcomputer

Class Codes: B6220C (Telephone stations); C7410F (Communications)

11/5/14 (Item 14 from file: 2)

DIALOG(R)File 2:INSPEC

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00755409 INSPEC Abstract Number: B75016623

**Title: Microwave network planning**

Author(s): Rau, B.S.

Author Affiliation: Posts & Telegraphs Board, New Delhi, India

Journal: Journal of the Institution of Electronics and Telecommunication Engineers vol.20, no.6 p.234-8

Publication Date: June 1974 Country of Publication: India

CODEN: JIETAU ISSN: 0377-2063

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: The switching plan is essential for establishing a **subscriber** dialling service. The hierarchical **pattern** enables **telephone calls** to be concentrated into a network of main and branch routes to which can be assigned precise transmission performance objectives. Such concentration enables one to utilise large capacity wideband transmission systems and achieve the immense economy of scale which is one of the two most remarkable features of long distance communication. The other is its phenomenal rate of growth. (0 Refs)

Subfile: B

Descriptors: communication networks; hierarchical systems; microwave links; switching systems

Identifiers: microwave network planning; switching plan; subscriber dialling service; hierarchical pattern; transmission performance objectives; large capacity wideband transmission systems; economy of scale; rate of growth

Class Codes: B6250D (Point-to-point radio systems)

**11/5/15 (Item 15 from file: 2)**

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

00755241 INSPEC Abstract Number: B75016425, C75009221

**Title: Observation on the behaviour of the subscriber downstream of a bottle-neck**

Author(s): Pellieux, G.; Guerineau, J.P.

Author Affiliation: SOCOTEL, Issy-les-Moulineaux, France

Journal: Commutation et Electronique no.47 p.26-33

Publication Date: Oct. 1974 Country of Publication: France

CODEN: CELCAB ISSN: 0010-3926

Language: French Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The **behaviour** of the **telephone subscriber** for toll or international traffic may be observed at the level of its local exchange on the one hand, and at the level of the outgoing tandem or international exchange (at least when the **caller** can be identified there) on the other hand. Blocking between originating exchange and outgoing tandem exchange may constitute for the traffic a bottle-neck, the effect of which on the results of observations it is of interest to obtain an evaluation. This study, carried out from real traffic data and from simulations on computer, is intended to get a comparison between the results obtained from both types of observation. (7 Refs)

Subfile: B C

Descriptors: communications applications of computers; simulation; telephone systems; traffic

Identifiers: subscriber downstream of bottleneck; behaviour observation; toll or international traffic; local exchange; international exchange; real traffic data; simulations on computer

Class Codes: B6210D (Telephony); C7410F (Communications)

11/5/16 (Item 16 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

00721884 INSPEC Abstract Number: B75006031

**Title:** Call repetition as a special form of interaction between subscriber and telephone network

**Author(s):** Henneberg, P.

**Journal:** Fernmelde-Ingenieur vol.28, no.7 p.1-40

**Publication Date:** 15 July 1974 **Country of Publication:** West Germany

**CODEN:** FINGAQ **ISSN:** 0015-010X

**Language:** German **Document Type:** Journal Paper (JP)

**Treatment:** Applications (A); Theoretical (T)

**Abstract:** The **subscriber behaviour** in relation to **telephone network** has been studied as a superior system among whose individual parts an exchange of information and a number of interactions take place. The traffic-increasing effect of **call repetitions** has been studied in detail. The experience gained by studying these processes has been applied to practical dimensioning problems occurring in telephone networks. (17 Refs)

**Subfile:** B

**Descriptors:** telephone networks

**Identifiers:** **telephone subscriber behaviour** ; telephone networks; **call repetition**

**Class Codes:** B6210D (Telephony)

11/5/17 (Item 17 from file: 2)

DIALOG(R)File 2:INSPEC

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00660789 INSPEC Abstract Number: B74027361

**Title:** New results on the behaviour of the subscriber of the Parisian telephone network

**Author(s):** Guerineau, J.P.; Pellieux, G.

**Journal:** Commutation et Electronique no.45 p.53-71

**Publication Date:** April 1974 **Country of Publication:** France

**CODEN:** CELCAB **ISSN:** 0010-3926

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** General, Review (G)

**Abstract:** From observations made on about ten PBX **calling** subscribers, i.e. heavy traffic subscribers, and about sixty subscribers with individual line connected to the same exchange of the Parisian network, the authors consider the statistical characteristics of the various traffics generated by the subscribers. A comparison is then made between the behaviour of one kind of subscriber and that of the other. The present results are also compared with preceding ones obtained for subscribers of the same network. (12 Refs)

**Subfile:** B

**Descriptors:** telephone networks

**Identifiers:** new results; Parisian telephone network; ten PBX **calling** subscribers; heavy traffic subscribers; statistical characteristics

**Class Codes:** B6210D (Telephony)

11/5/18 (Item 18 from file: 2)

DIALOG(R)File 2:INSPEC

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00552326 INSPEC Abstract Number: B73032908

**Title:** Observations on the behaviour of the heavy traffic telephone

subscriber faced with an unsuccessful call attempt

Author(s): Pellieux, G.

Journal: Commutation et Electronique no.42 p.20-34

Publication Date: July 1973 Country of Publication: France

CODEN: CELCAB ISSN: 0010-3926

Language: French Document Type: Journal Paper (JP)

Treatment: Experimental (X)

Abstract: Having described the observations made on about ten PBX **calling** subscribers connected to an exchange of the Parisian telephone network, the author goes into the statistical characteristics of the unsuccessful traffic and the behaviour of the subscriber faced with an unsuccessful **call** attempt. A comparison is then made with the results of a prior study dealing with subscribers of the same network having a single line. (7 Refs)

Subfile: B

Descriptors: private telephone exchanges; telephone networks

Identifiers: heavy traffic telephone subscriber; PBX **calling** subscriber ; Parisian telephone network; statistical characteristics; unsuccessful traffic; single line

Class Codes: B6210D (Telephony)

11/5/19 (Item 19 from file: 2)

DIALOG(R) File 2:INSPEC

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00322998 INSPEC Abstract Number: B71037757, C71023561

**Title: The reaction of subscribers on the failure of call attempts**

Author(s): Evers, R.

Author Affiliation: Heinrich-Hertz-Inst., Berlin, West Germany

Conference Title: Proceedings of the 5th international symposium on human factors in telecommunications p.10 pp.

Publisher: Post Office Res. Development, London, UK

Publication Date: 1970 Country of Publication: UK 298 pp.

Conference Sponsor: British Post Office; TEMA; British Telecommunications Engng. and Manufacturing Assoc

Conference Date: 21-25 Sept. 1971 Conference Location: London, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: In this paper the preliminary results of a measurement are given which treats the reaction of subscribers in a p.a.b.x. on the failure of **call** attempts. Reasons for the failure of **call** attempts are line busy, subscriber busy, subscriber errors, no answer of the **called subscriber** , and defects of the **telephone** system. This measurement of **subscriber behaviour** has to answer three questions: (1) which is the reason of the failure, (2) does the subscriber repeat the **call** attempt, (3) how long is the interval between the unsuccessful attempt and the next repeat.

Subfile: B C

Descriptors: automatic telephone systems; human factors; private telephone exchanges; telephony

Identifiers: preliminary results; measurement; PABX subscribers reactions ; **call** attempt failures; reason for failure; **call** attempt repetition; interval between attempts

Class Codes: B6230 (Switching centres and equipment); C1270 (Man-machine systems); C3370C (Telephony)

11/5/20 (Item 1 from file: 35)

DIALOG(R) File 35:Dissertation Abs Online

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01091369 ORDER NO: AAD90-06291

**MODELING THE EFFECTS OF HOUSEHOLD CHARACTERISTICS ON TELEPHONE USAGE AND CLASS OF SERVICE CHOICE**

Author: COX, ALAN JAMES

Degree: PH.D.

Year: 1989

Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)

CHAIR: ROLAND ARTLE

Source: VOLUME 50/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3311. 295 PAGES

Descriptors: ECONOMICS, COMMERCE-BUSINESS

Descriptor Codes: 0505

The payment of a flat monthly fee for unlimited local **calling** is the predominant type of residential telephone service in the United States. However, local telephone companies are facing regulatory and competitive pressures that could be partly relieved by adjustments in the telephone rate structure. Economic and regulatory efficiency may be improved with measured service under which monthly fees are lower but a charge is made for each local **call** .

The impact of any adjustments in the rate structure will depend upon the distribution of tastes and of demographic determinants to telephone usage. However, there is little empirical work on telephoning behavior on a household level that would indicate the distribution of tastes, would allow the design of optimal two-part tariffs and would describe the impact of rate structure changes on particular segments of society.

But such non-linear tariffs pose difficulties in undertaking demand analysis. Any analysis of the demand for telephone service must take account of the non-convexities and non-linearities in the budget set. These non-conventional aspects of telephone demand are explicitly modeled in this paper. In contrast to previous econometric-based research in this area, this work develops a classical model of preference maximization following Burtless and Hausman (1978). In addition, it incorporates risk averse **behavior** to explain the large number of **telephone subscribers** who appear to make class of service choice decisions that are not cost-minimizing.

The basis of the model of class of service choice and telephone usage decisions is a direct utility function derived from observations on **calling** behavior. Since there is no closed-form demand function that is derivable from the utility function, demand is solved for by numerical methods. The parameters of the utility function are estimated using a newly proposed technique, simulated method of moments.

The study is based on a new data base of over ten thousand households with telephones. The variables measured include service options, detailed usage data and demographic information. The rates offered by the telephone company that services these customers includes flat rate and several non-linear rate plans.

11/5/21 (Item 1 from file: 65)

DIALOG(R)File 65:Inside Conferences

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01395814 INSIDE CONFERENCE ITEM ID: CN013848212

**Observed Long-Term Changes in Customer Calling Patterns in a Telephone Application using Automatic Speech Recognition**

Ortel, W. C. G.

CONFERENCE: EUROSPEECH '95-European conference on speech communication

and technology; 4th  
EUROSPEECH -PROCEEDINGS-, 1995; VOL 1 P: 269-272  
The Association, 1995  
ISSN: 1018-4074  
LANGUAGE: English DOCUMENT TYPE: Conference Preprinted extended  
abstracts and programme  
CONFERENCE EDITOR(S): Pardo, J. M.  
CONFERENCE SPONSOR: European Speech Communication Association  
CONFERENCE LOCATION: Madrid  
CONFERENCE DATE: Sep 1995 (19950) (19950)  
  
BRITISH LIBRARY ITEM LOCATION: 3830.430500  
DESCRIPTORS: Eurospeech; speech communication; speech technology

11/5/22 (Item 1 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
(c) 2003 Info. Today Inc. All rts. reserv.

00546397 99EN09-302  
**Cisco purchase of Webline enhances collaborative powers**  
Electronic Commerce News , September 27, 1999 , v4 n39 p3, 1 Page(s)  
ISSN: 1086-2870  
Company Name: Cisco Systems  
Languages: English  
Document Type: Articles, News & Columns  
Geographic Location: United States  
Reports on the acquisition of WebLine Communications for \$325 million in  
common stock by Cisco Systems. Indicates that WebLine provides simultaneous  
Web and telephony customer collaboration and has customers such as eToys,  
Fidelity Investments, and Land's End. Notes that in June, Cisco completed  
its acquisition of GeoTel which makes a software that **profiles customers**  
based on the **phone** number and company they dial from and routes them  
through the **call** center accordingly. Cites Chad Rider, analyst at  
Patricia Seybold Group, ``if you're going to deal with people in this new  
arena and use the Internet channel, you have to have a strategy that  
matches the way people want it to work. Someone who is a Web shopper is  
there (at your site) because they like the information. You can not route  
them to someone whose job is to close (a sale) on the special modem of the  
day. They'll be out of there.'' (sps)  
Descriptors: Mergers/Acquisitions; Customer Support; Web Tools;  
Telecommunications; Internet  
Identifiers: Cisco Systems

11/5/23 (Item 1 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2003 The New York Times. All rts. reserv.

07709844 NYT Sequence Number: 265535990830  
**DIGITAL COMMERCE**  
Caruso, Denise  
New York Times, Col. 4, Pg. 5, Sec. C  
Monday August 30 1999  
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English  
RECORD TYPE: Abstract

ABSTRACT:  
Denise Caruso Digital Commerce column deplores monitoring and  
collecting, using and selling of personal data about users of data  
networks; notes strong consumer preference for privacy; scores Federal

appeals court ruling that **phone** companies can scrutinize **customers** ' records, **calling patterns** and other personal data to market new services to them without getting customers' explicit approval; drawing (M)

SPECIAL FEATURES: Drawing

DESCRIPTORS: Computers and the Internet; Privacy; Consumer Protection; Telephones and Telecommunications

PERSONAL NAMES: Caruso, Denise

**11/5/24 (Item 2 from file: 474)**

DIALOG(R)File 474:New York Times Abs

(c) 2003 The New York Times. All rts. reserv.

07629850 NYT Sequence Number: 269760980809

**ANNOYING CELL PHONES**

Binder, Diana

New York Times, Col. 4, Pg. 18, Sec. 4

Sunday August 9 1998

DOCUMENT TYPE: Newspaper; Letter JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

**ABSTRACT:**

Diana Binder letter on crude **behavior** of **people** making loud cell **phone calls** about dinner plans during visit to Museum of Jewish History in New York City (S)

COMPANY NAMES: Museum of Jewish Heritage (NYC)

DESCRIPTORS: Telephones and Telecommunications; Cellular Telephones

PERSONAL NAMES: Binder, Diana

GEOGRAPHIC NAMES: New York City

**11/5/25 (Item 3 from file: 474)**

DIALOG(R)File 474:New York Times Abs

(c) 2003 The New York Times. All rts. reserv.

06521797 NYT Sequence Number: 099228930412

**ADIRONDACK HAMLET DEFIES TIME, AND HELP**

HENNEBERGER, MELINDA

New York Times, Col. 2, Pg. 1, Sec. A

Monday April 12 1993

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

**ABSTRACT:**

Small mountain ridge in foothills of Adirondacks is home to several hundred descendants of two farming families that settled there in early 19th century; they continue to make their living as woodsmen and trappers; few apply for social services, and authorities rarely intervene in their lives; they live in dirt-floor shacks or dilapidated trailers; indoor plumbing was first installed six years ago and many **people** still do not have **telephones**; despite their **history** of hardship, few residents of the Hollow, as it is **called**, show any desire to move anywhere else; 1973 documentary film **called** 'The Hollow' focused attention on inadequate health care and substandard housing, but residents thwarted efforts of social workers from various agencies to help them; Hollow is 35 miles north of Saratoga Springs, NY, and is in town of Day; photos; map (M)

SPECIAL FEATURES: Photo; Map

DESCRIPTORS: RURAL AREAS; ECONOMIC CONDITIONS AND TRENDS; SOCIAL

CONDITIONS AND TRENDS  
PERSONAL NAMES: HENNEBERGER, MELINDA  
GEOGRAPHIC NAMES: ADIRONDACK MOUNTAINS; DAY (NY)

11/5/26 (Item 4 from file: 474)  
DIALOG(R) File 474:New York Times Abs  
(c) 2003 The New York Times. All rts. reserv.

05546090 NYT Sequence Number: 216018890611  
**A ROARING MARKET IN CAPTIVE CALLERS**  
WEISS, MICHAEL J  
New York Times, Col. 1, Pg. 27, Sec. 6  
Sunday June 11 1989  
DOCUMENT TYPE: Newspaper; Special Sections JOURNAL CODE: NYT  
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

Profile of National Telephone Services, pioneer in lucrative alternative operator services business; business, which serves some heavily-used pay phones at premium rates, is attracting wrath of consumer groups and faces threat of Congressional curbs and competition from entrenched telecommunications giants; photos; drawings; diagram (special section, The Business World) (part 2 of 2-part section) (L)

SPECIAL FEATURES: Drawing; Diagram; Photo  
COMPANY NAMES: NATIONAL TELEPHONE SERVICES INC  
DESCRIPTORS: **TELEPHONES** ; RATES; **CONSUMER** PROTECTION; COMPANY AND ORGANIZATION **PROFILES**  
PERSONAL NAMES: WEISS, MICHAEL J  
GEOGRAPHIC NAMES: UNITED STATES

11/5/27 (Item 5 from file: 474)  
DIALOG(R) File 474:New York Times Abs  
(c) 2003 The New York Times. All rts. reserv.

05541853 NYT Sequence Number: 224572890612  
**CALLING COLLECT? A COMPUTER IS AT YOUR SERVICE**  
SIMS, CALVIN  
New York Times, Col. 2, Pg. 1, Sec. 1  
Monday June 12 1989  
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English  
RECORD TYPE: Abstract

ABSTRACT:

Regional and local telephone companies are beginning to offer customers electronic operator system that can handle collect **calls** and **calls** billed to third party; companies see cost savings but unions fear layoffs and decline in quality of service; AT&T, MCI and Sprint say they have no plans for such a system nationwide because consumers prefer human voices; graph showing decline in number of operators with advancing technology (M)

SPECIAL FEATURES: Graph  
COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T); MCI TELECOMMUNICATIONS INC  
DESCRIPTORS: **TELEPHONES** ; NEW MODELS, DESIGN AND PRODUCTS; **CONSUMER** **BEHAVIOR** ; DATA PROCESSING (COMPUTERS); RATES; LAYOFFS (LABOR); LABOR  
PERSONAL NAMES: SIMS, CALVIN

11/5/28 (Item 6 from file: 474)

DIALOG(R)File 474:New York Times Abs

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01179775 NYT Sequence Number: 065456821114

**AT&T states that more than 500,000 calls have been logged to telephone number that lets people worldwide hear conversations between space shuttle Columbia and Mission Control (S)..)**

United Press International

New York Times, Col. 6, Pg. 38, Sec. 1

Sunday November 14 1982

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

**COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T); AERONAUTICS AND SPACE ADMINISTRATION, NATIONAL (NASA)**

**DESCRIPTORS: COLUMBIA (SPACE SHUTTLE); ASTRONAUTICS; COMMUNICATIONS; TELEPHONES ; ASTRONAUTS; SPACE SHUTTLE; CONSUMER BEHAVIOR**

11/5/29 (Item 7 from file: 474)

DIALOG(R)File 474:New York Times Abs

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01107563 NYT Sequence Number: 056707811118

**Reitter Wilkins & Associates pres Robert Reitter has begun offering consumer auditing service for cosmetics industry. Uses telephone calls to consumers to determine what brands, products and package sizes of cosmetics they have bought. Study began Oct 8 '81, and first client is Avon (S)..)**

DOUGHERTY, PHILIP H

New York Times, Col. 4, Pg. 19, Sec. 4

Wednesday November 18 1981

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

**COMPANY NAMES: REITTER WILKINS & ASSOCIATES; AVON PRODUCTS INC**

**DESCRIPTORS: ADVERTISING (TIMES COLUMN); MARKET RESEARCH; TELEPHONES ; CONSUMER BEHAVIOR ; TOILETRIES AND COSMETICS; NEW MODELS, DESIGN AND PRODUCTS; MARKETING AND MERCHANDISING; RESEARCH**

**PERSONAL NAMES: DOUGHERTY, PHILIP H; REITTER, ROBERT N**

11/5/30 (Item 8 from file: 474)

DIALOG(R)File 474:New York Times Abs

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00894055 NYT Sequence Number: 079807780106

**NY Telephone Co initiates new billing practice for business telephone calls under which local calls exceeding 5 minutes will be billed according to length. Public Service Comm approved practice on Jan 5 as part of overall rate schedule. Some local companies contend NY Telephone did not make effort to inform them of pending change. New practice is optional for residential customers. NY Telephone maintains purpose of change is to bill customers more accurately, not to increase corp revenues. Table of new rate scheduled, photo illus (S)..)**

KLEINFELD, N R

New York Times, Col. 2, Pg. 1, Sec. 4

Friday January 6 1978



DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English  
RECORD TYPE: Abstract

SPECIAL FEATURES: Photo; Table  
COMPANY NAMES: NEW YORK TELEPHONE CO; PUBLIC SERVICE COMMISSION (NYS)  
DESCRIPTORS: BUSINESS COMMUNITY; **CONSUMER BEHAVIOR** ; FINANCES; RATES;  
**TELEPHONES**

PERSONAL NAMES: KLEINFELD, N R  
GEOGRAPHIC NAMES: NEW YORK STATE

11/5/31 (Item 9 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2003 The New York Times. All rts. reserv.

00525377 NYT Sequence Number: 092407740205  
NY Telephone Co on Feb 4 proposes new system for charging for calls in  
NYC met area that would do away with message units. Under proposal each  
call would be charged for on basis of distance to destination, how long  
call took and time of day. Proposal was submitted to NYS PSC in line  
with ongoing study into cost of service and search for more up-to-date  
patterns for charging customers. Phone co's gen rate engineer John K  
Hopley and John C Ringen, witness who has appeared at number of hearings,  
comment.)

GOLD, GERALD  
New York Times, Col. 1, Pg. 41  
Tuesday February 5 1974  
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English  
RECORD TYPE: Abstract

COMPANY NAMES: NEW YORK TELEPHONE CO  
DESCRIPTORS: RATES; **TELEPHONES**  
PERSONAL NAMES: GOLD, GERALD; HOPLEY, JOHN K; RINGEN, JOHN C

11/5/32 (Item 1 from file: 475)  
DIALOG(R)File 475:Wall Street Journal Abs  
(c) 2003 The New York Times. All rts. reserv.

06778971  
**PILLSBURY'S TELEPHONES RING WITH PEEVES, PRAISE**  
Wall Street Journal, Col. 3, Pg. 1, Sec. B  
Wednesday April 20 1994  
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English  
RECORD TYPE: Abstract

ABSTRACT:  
Profile of Pillsbury Co's 1-800 telephone operation which handles 2000  
calls a day from consumers with problems with a product or questions on  
how to prepare some of the products; notes department is staffed by mostly  
women with college degrees and backgrounds in home economics (M)

COMPANY NAMES: PILLSBURY CO  
DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; MARKETING AND  
MERCHANDISING; **CONSUMER BEHAVIOR**

11/5/33 (Item 2 from file: 475)  
DIALOG(R)File 475:Wall Street Journal Abs  
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06778970

**DO CALL US': MORE COMPANIES INSTALL 1-800 PHONE LINES**

Wall Street Journal, Col. 3, Pg. 1, Sec. B

Wednesday April 20 1994

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English

RECORD TYPE: Abstract

**ABSTRACT:**

Article notes that more than 66% of manufacturers offer 1-800 telephone numbers up 40% from a decade ago to handle consumer concerns and problems; points out survey of consumers found that 86% believe an 800 phone number on packages connotes quality; chart (M)

SPECIAL FEATURES: Chart

DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; MARKETING AND

MERCHANDISING; **CONSUMER BEHAVIOR** ; PUBLIC OPINION; CORPORATIONS

PERSONAL NAMES: GIBSON, RICHARD

**11/5/34 (Item 3 from file: 475)**

DIALOG(R)File 475:Wall Street Journal Abs

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06774016

**CELLULAR-PHONE RATES SPARK STATIC FROM USERS**

Wall Street Journal, Col. 3, Pg. 1, Sec. B

Thursday May 5 1994

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English

RECORD TYPE: Abstract

**ABSTRACT:**

Growing displeasure among cellular-phone owners over the high charges examined; upset over 60 cents a minute charges for local **calls** some owners are cutting back use or switching to beepers; drawing and chart (M)

SPECIAL FEATURES: Chart; Drawing

DESCRIPTORS: CELLULAR **TELEPHONES** ; RATES; **CONSUMER BEHAVIOR** ;

**TELEPHONES** AND TELECOMMUNICATIONS

**11/5/35 (Item 4 from file: 475)**

DIALOG(R)File 475:Wall Street Journal Abs

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06765042

**MCI SEES RIVALS AS TRYING TO FOIL LOCAL COMPETITION**

Wall Street Journal, Col. 3, Pg. 6, Sec. B

Tuesday August 16 1994

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English

RECORD TYPE: Abstract

**ABSTRACT:**

MCI Communications Corp says it has issued a statement accusing Ameritech Corp and GTE Corp of foiling competition in Wisconsin by trying to kill state proposals aimed at making it easier for phone customers to use long distance companies for in state **calling** (M)

COMPANY NAMES: MCI COMMUNICATIONS CORP; AMERITECH CORP; GTE CORP

DESCRIPTORS: MARKET SHARE; MARKET SEGMENT; **TELEPHONES** AND

TELECOMMUNICATIONS; CONSUMER BEHAVIOR  
GEOGRAPHIC NAMES: WISCONSIN

11/5/36 (Item 5 from file: 475)

DIALOG(R) File 475:Wall Street Journal Abs  
(c) 2003 The New York Times. All rts. reserv.

06290614

CALLERS PUSH BUTTONS FOR WHAT THEY NEED

Wall Street Journal, Col. 1, Pg. 5, Sec. B  
Monday December 28 1992

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English  
RECORD TYPE: Abstract

ABSTRACT:

Article discusses growing popularity of interactive telephone or automated voice response but says people are still reluctant to make big commitments without talking to humans (M)

DESCRIPTORS: TELEPHONES ; CONSUMER BEHAVIOR ; COMMUNICATIONS AND  
TELECOMMUNICATIONS

11/5/37 (Item 6 from file: 475)

DIALOG(R) File 475:Wall Street Journal Abs  
(c) 2003 The New York Times. All rts. reserv.

04503160

Eileen White article contends that increasing number of telephone callers , hostile to higher phone bills and new procedures since AT&T breakup, are taking out their frustrations on telephone operators (M)

WHITE, EILEEN

Wall Street Journal, Col. 4, Pg. 1, Sec. 1  
Thursday March 14 1985

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English  
RECORD TYPE: Abstract

COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T)

DESCRIPTORS: TELEPHONES ; CONSUMER BEHAVIOR

PERSONAL NAMES: WHITE, EILEEN

11/5/38 (Item 7 from file: 475)

DIALOG(R) File 475:Wall Street Journal Abs  
(c) 2003 The New York Times. All rts. reserv.

01150040 NYT Sequence Number: 000768810407

Interconnect Telephone of Canada Ltd plans to market Tele-Tune, device that replaces telephone bell with any of eight tunes when caller 's signal arrives, beginning in July. Predicts device, containing tiny interchangeable electronic chips that will be sold like record albums, will be purchased by 34% of Canadian and US households (S.)

CHACE, SUSAN

Wall Street Journal, Col. 1, Pg. 37  
Tuesday April 7 1981

DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English  
RECORD TYPE: Abstract

COMPANY NAMES: INTERCONNECT TELEPHONE OF CANADA LTD

DESCRIPTORS: BELLS AND CARILLONS; ELECTRONICS; NEW MODELS, DESIGN AND  
PRODUCTS; MUSIC; **CONSUMER BEHAVIOR** ; FORECASTS; MARKETING AND  
MERCHANDISING; **TELEPHONES**  
PERSONAL NAMES: CHACE, SUSAN  
GEOGRAPHIC NAMES: CANADA; UNITED STATES

11/5/39 (Item 8 from file: 475)

DIALOG(R)File 475:Wall Street Journal Abs  
(c) 2003 The New York Times. All rts. reserv.

01103347 NYT Sequence Number: 002577780622

**Long distance phone calls total 16.6 Million calls in US during average  
24-hour business day, up from 14.7 Million in '77. Average cost to a  
caller is about \$2.41, compared with \$2.35. AT&T attributes sharp  
increases to gains in personal income and employment (S).)**

Wall Street Journal, Col. 5, Pg. 1

Thursday June 22 1978

DOCUMENT TYPE: Newspaper; Statistics JOURNAL CODE: WSJ LANGUAGE:  
English RECORD TYPE: Abstract

COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T)

DESCRIPTORS: **CONSUMER BEHAVIOR** ; RATES; STATISTICS; **TELEPHONES**

11/5/40 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

09076070

TeleTech launches **call** centre

SINGAPORE: NEW **CALL** CENTRE FOR TELETECH  
The Straits Times (XBB) 17 Mar 1999 p.62  
Language: ENGLISH

US **call** centre giant TeleTech has opened a **call** centre in Tampines, Singapore. The new centre will have 50 operators and it will be the Asian hub for the company's **call** centre operations. TeleTech has so far invested US\$ 2 mn into the new facility and it intends to invest between US\$ 10 mn and US\$ 40 mn over the next few years in Singapore, which currently has about 90 third-party **call** centres. Meanwhile, the company has clinched a three-year contract from Singapore Airlines (SIA) for its new "KrisFlyer" frequent flier programme. The deal requires TeleTech staff to perform functions such as **customer profile** changes, programme enrolments, **telephone** statement inquiries and even issuance of tickets.

COMPANY: SIA; SINGAPORE AIRLINES; TELETECH

PRODUCT: Passenger Air Transport (4501); Scheduled Airlines (4510);

EVENT: Capital Expenditure (43); Plant & Equipment Sales (66); Marketing  
Procedures (24); Plant/Facilities/Equipment (44);

COUNTRY: Singapore (9SIN); United States (1USA);

11/5/41 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

09012751

Ericssonin uusi puhelin muistuttaa edeltäjiä

WORLD: SMALLEST EVER NMT 450 PHONE BY NOKIA  
Kauppalehti (XFD) 03 Nov 1998 p.13  
Language: FINNISH

Finland's Nokia will introduce the world's smallest NMT 450 mobile phone in early 1999. The phone has an built-in FM radio. Additionally, the new phone has qualities familiar from the Nokia 6100 series, such as **caller** group and **user profiler** functions, calendar, calculator and games. The **phone** weighs 170 grams, or 190 grams if using the Li-ion power battery.

COMPANY: NOKIA

PRODUCT: Cellular Radio Equipment (3662CE);  
EVENT: Product Design & Development (33);  
COUNTRY: General Worldwide (OW); Finland (5FIN);

11/5/42 (Item 3 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

06585032  
GSM phone has profile settings  
HONG KONG: NOKIA RELEASES GSM PHONE  
Telecom Sources (XED) Jan 1998 P.82  
Language: ENGLISH

Hong Kong's Nokia Mobile Phones (HK) Ltd has introduced the Nokia 6110 GSM phone, which merges profile settings with advanced features and made to satisfy **users** ' needs. The **phone** provides special **profile** settings - pager, outdoor, meeting, general and silent. When combined with priority grouping, it allows users to choose the **calls** they wish to put through. It provides 60-270 hours of standby time with a slim Li-ion battery and 100-450 hours of standby time with an extended Li-ion battery. Other functions include enhanced full rate and advanced leak tolerant speaker, a selection of languages, SMS, dynamic font size and jumbo font mode, infra-red connector, realtime clock, and supports full data connectivity like sending and receiving faxes, files and e-mails on a PC using the Nokia Data Suite version 1.2.

COMPANY: NOKIA MOBILE PHONES (HK)  
PRODUCT: Cellular Radio Equipment (3662CE);  
EVENT: Product Design & Development (33);  
COUNTRY: Hong Kong (9HON);

11/5/43 (Item 4 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

06563925  
Digitel plans \$1-M database  
PHILIPPINES: DIGITEL TO BUILD DATABASE FACILITY  
Manila Bulletin (XAZ) 22 Dec 1997 B.1  
Language: ENGLISH

A dataware housing facility will be set up in the Philippines by Digitel Telecommunications Philippines Inc (Digitel). Costing an estimated US\$ 1 mn, the facility will be established by computer company NCR. According to Digitel senior vice president Eric Severino, the facility will enable Digitel to improve the company's network efficiency allowing improved

**customer call pattern** analysis and reduce **telephone** fraud.

COMPANY: NCR; DIGITEL; DIGITEL TELECOMMUNICATIONS PHILIPPINES

PRODUCT: Computer Software (7372); Database Management Software (7372DB);  
EVENT: Capital Expenditure (43);  
COUNTRY: Philippines (9PHI);

**11/5/44 (Item 5 from file: 583)**

DIALOG(R) File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

06445778

Satellite system goes to the market by taxi

UK: AIM FLOAT PLANNED BY COMPUTER CAB

Manchester Evening News (MEN) 18 Mar 1997 p. B5

Language: ENGLISH

Licensed Taxi Drivers' Association (LTDA) unit, Computer Cab aims to raise GBt 3.3mn via an Alternative Investment Market (AIM) flotation valuing the UK taxi company at GBt 8.25mn. Computer Cab's move stems from a need to eradicate debts accumulated following the installation of a GBt 7.8mn system designed to offer a faster service to customers. Computer Cab, which is offering 40% of its shares, has developed Mobistar, a sophisticated satellite system which tracks taxis automatically and ensures that drivers refrain from unfair **behaviour** when responding to a **customer** calling by **phone**.

COMPANY: COMPUTER CAB; LICENSED TAXI DRIVERS' ASSN

PRODUCT: Taxi Services (4120); Transportation (4000); Telecommunications Equipment (3661); Mobile Communications Equipment (3662MB);  
EVENT: General Management Services (26); Company Financial Data (80); Planning & Information (22); Capital Expenditure (43);  
COUNTRY: United Kingdom (4UK);

**11/5/45 (Item 1 from file: 256)**

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2003 Info.Sources Inc. All rts. reserv.

00088852 DOCUMENT TYPE: Review

**PRODUCT NAMES: Telecommunications (830210)**

**TITLE: The Customer for Computer Telephony**

AUTHOR: Jordan, Peter

SOURCE: VARBusiness, v12 n1 p7A(2) Jan 1996

ISSN: 0894-5802

HOME PAGE: <http://www.varbiz.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

Companies with large **call** centers running mainframes and proprietary links to private branch exchange (PBX) switches were the first computer telephony integration (CTI) users. However, today's products are less expensive, an incentive that opens up CTI use to a much wider market. Only 9.3 percent of respondents in a recent business say they have implemented

CTI, but a whopping 80 percent say CTI faxing is useful; 75 percent say integrated messaging or PC-based functions for access to phone, voice-mail, and fax messages sound promising. Network managers look to improve **customer** service by automatic faxing after **phone** conversations, instant screen pops of **customer history** for incoming **calls**, and information collection while a customer is on hold. A VAR interviewed says there will be many small CTI markets rather than one grand one. Several experts discuss possibilities.

COMPANY NAME: Vendor Independent (999999)  
SPECIAL FEATURE: Charts  
DESCRIPTORS: Customer Service; Fax Software; Office Automation;  
Telecommunications; Voice Mail  
REVISION DATE: 19980530

11/5/46 (Item 2 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
(c)2003 Info.Sources Inc. All rts. reserv.

00086689 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet (833029); CompuServe (493023)

TITLE: Finding People Online  
AUTHOR: Crowe, Elizabeth P  
SOURCE: Computer Currents, v13 n14 p108(2) Dec 1, 1995  
ISSN: 8756-0046

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Tracking down old friends online is getting easier. Several services and shareware software products can be used to find people over the Internet. The DejaNews home page has a utility that searches Usenet newsgroup messages to find individuals and their e-mail addresses. A shareware tool **called** InterSnoop combines several Internet utilities, including Whois, Finger, and Ph, all of which query computers in different ways. Whois queries a database of information about **people** on a certain system, Ph queries **phone** databases, and Finger looks for a **member profile** on a remote system. CompuServe users can use CompuTrace, a database of information on over 100 million living and dead United States citizens.

COMPANY NAME: Vendor Independent (999999); CompuServe Interactive  
Services (016969)  
DESCRIPTORS: Address Books; BBS (Bulletin Board Systems); Conferencing;  
Information Retrieval; Internet  
REVISION DATE: 20021024

Set	Items	Description
S1	85	AU=(HSU M? OR HSU, M?)
S2	836648	CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? - OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? - OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERSON? ?
S3	285785	PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR?
S4	111819	TELEPHONE? OR PHONE? OR CELLPHONE?
S5	353582	CALL???
S6	479634	STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7	596852	DATA? ? OR INFO OR INFORMATION
S8	470	S4(3N)S3(3N)S2
S9	174696	S6(5N)(S7 OR S5)
S10	66	S8(10N)S9
S11	127	S8(10N)S5
S12	44	S11(10N)S6
S13	76	S12 OR S10
S14	64	S13 AND IC=(G06F? OR H04Q? OR H04M?)

? show files

File 348:EUROPEAN PATENTS 1978-2003/Mar W01

(c) 2003 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20030306,UT=20030227

(c) 2003 WIPO/Univentio



14/3,K/1 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2003 European Patent Office. All rts. reserv.

01254375

Dynamic ad targeting by an internet server

Dynamische Zielrichtung von Werbung durch einen Internet-Server

Ciblage automatique de publicites par un serveur Internet

PATENT ASSIGNEE:

Netzero, Inc., (2978920), 2555 Townsgare Road, Westlake Village,  
California 91361, (US), (Applicant designated States: all)

INVENTOR:

Haitsuka, Stacy, Oak Park, California, (US)

Zebian, Marwan, Agoura Hills, California, (US)

Mackennie, Harold, Los Angeles, California, (US)

Burr, Ronald, Agoura Hills, California, (US)

Warren, Terry, Santa Ana, California, (US)

LEGAL REPRESENTATIVE:

Wombwell, Francis (46021), Potts, Kerr & Co. 15, Hamilton Square,  
Birkenhead Merseyside CH41 6BR, (GB)

PATENT (CC, No, Kind, Date): EP 1083504 A2 010314 (Basic)

EP 1083504 A3 030102

APPLICATION (CC, No, Date): EP 2000301832 000306;

PRIORITY (CC, No, Date): US 393391 990909; US 419480 991015

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 98

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200111	2982
SPEC A	(English)	200111	7910
Total word count - document A			10892
Total word count - document B			0
Total word count - documents A + B			10892

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION preferably is sent from the client application 110 to the  
OSP server 130, which then **stores** the geographic **data** in the **data**  
**store** 140d. This geographic **data** can be something simple, like a  
**phone** number. The **user** preferably provides **personal profile**  
information on a periodic basis which is **stored** in the **data store**  
140g and used by the OSP server 130. This information consists of (but is  
not...

14/3,K/2 (Item 2 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2003 European Patent Office. All rts. reserv.

01230796

Independent internet client object with ad display capabilities

Unabhängiges Internet-Client-Objekt mit der Fähigkeit Werbung anzuzeigen

Objet client independant sur l'Internet avec capacite d'affichage d'une

**annonce**

**PATENT ASSIGNEE:**

Netzero, Inc., (2978920), 2555 Townsgare Road, Westlake Village,  
California 91361, (US), (Applicant designated States: all)

**INVENTOR:**

Haitsuka, Stacy, 458 Belcaroy Way, Oak Park, CA 91362, (US)  
Zebian, Marwan, 5737 Kanan Road, no. 323, Agoura, CA 91301, (US)  
Mackenzie, Harold, 5727 Briarcliff Road, Los Angeles, CA 90068, (US)  
Burr, Ronald, 1052 Country Valley Road, Westlake Village, CA 91362, (US)  
Warren, Terry, 12293 Alta Panorama, Santa Ana, CA 92705, (US)  
Blaser, Shane, 13502 Andalusia Drive, Camarillo, CA 93012, (US)

**LEGAL REPRESENTATIVE:**

Wombwell, Francis et al (46022), Potts, Kerr & Co. 15, Hamilton Square,  
Birkenhead Merseyside CH41 6BR, (GB)

PATENT (CC, No, Kind, Date): EP 1067470 A2 010110 (Basic)  
EP 1067470 A3 020508

APPLICATION (CC, No, Date): EP 2000301827 000306;

PRIORITY (CC, No, Date): US 348411 990707

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: **G06F-017/60**

ABSTRACT WORD COUNT: 202

**NOTE:**

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200102	3536
SPEC A	(English)	200102	7096
Total word count - document A			10632
Total word count - document B			0
Total word count - documents A + B			10632

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION preferably is sent from the client application 110 to the  
OSP server 130, which then **stores** the geographic **data** in the **data**  
**store** 140d. This geographic **data** can be something simple, like a  
**phone** number. The **user** preferably provides **personal profile**  
information on a periodic basis which is **stored** in the **data store**  
140g and used by the OSP server 130. This information consists of (but is  
not...

**14/3,K/3 (Item 3 from file: 348)**

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 2003 European Patent Office. All rts. reserv.

01136685

**Distributed office system and management method thereof**

**System fur verteilte Bueros und dafur geigentes Verwaltungsverfahren**

**Systeme de bureaux distribues et methode de gestion associee**

**PATENT ASSIGNEE:**

CANON KABUSHIKI KAISHA, (542361), 30-2, 3-chome, Shimomaruko, Ohta-ku,  
Tokyo, (JP), (Applicant designated States: all)

**INVENTOR:**

Sakakibara, Ken, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,  
Ohta-ku, Tokyo, (JP)

Kimura, Toshihiro, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,  
Ohta-ku, Tokyo, (JP)  
Tadokoro, Yoshihisa, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,  
Ohta-ku, Tokyo, (JP)  
Kato, Masami, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome, Ohta-ku,  
Tokyo, (JP)

LEGAL REPRESENTATIVE:

Beresford, Keith Denis Lewis et al (28273), BERESFORD & Co. High Holborn  
2-5 Warwick Court, London WC1R 5DJ, (GB)

PATENT (CC, No, Kind, Date): EP 992926 A2 000412 (Basic)  
EP 992926 A3 010829

APPLICATION (CC, No, Date): EP 99307863 991006;

PRIORITY (CC, No, Date): JP 98297606 981006; JP 99283885 991005

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 141

NOTE:

Figure number on first page: 7

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200015	3215
SPEC A	(English)	200015	10295
Total word count - document A			13510
Total word count - document B			0
Total word count - documents A + B			13510

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION is performed between both workers via the CU 33 by the  
visitation operation or the **telephone** communication, it is **recorded**  
in the **personal profile information** 17-16 of the database part 53  
of the host server device 11 that the...

14/3,K/4 (Item 4 from file: 348)

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 2003 European Patent Office. All rts. reserv.

01124009

**System and method for automated intelligent call processing**

**System und Verfahren zur automatisierten intelligenten Anruf-Weiterleitung**

**Systeme et procedee pour la transmission des appels automatiques et  
intelligente**

PATENT ASSIGNEE:

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (Applicant designated States: all)

INVENTOR:

August, Katherine Grace, 25 Colonial Drive, Matawan, New Jersey 07747,  
(US)

Sizer II, Theodore, 385 Branch Avenue, Little Silver, New Jersey 07739,  
(US)

LEGAL REPRESENTATIVE:

Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies  
(UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 982954 A1 000301 (Basic)

APPLICATION (CC, No, Date): EP 99306452 990817;

PRIORITY (CC, No, Date): US 141442 980827

DESIGNATED STATES: DE; FR; GB  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: H04Q-003/00  
ABSTRACT WORD COUNT: 136  
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200009	833
SPEC A	(English)	200009	3576
Total word count - document A			4409
Total word count - document B			0
Total word count - documents A + B			4409

INTERNATIONAL PATENT CLASS: H04Q-003/00

...SPECIFICATION encoded in signal 126. In accordance with the illustrative embodiment of FIG. 3, the transparent information is stored by telephone 175 in information record 335 of consumer profile 330 which includes consumer specific information such as name, address, and credit card numbers. Illustratively...  
...present embodiment of the invention, toll switch 350 and/or toll switch 355 will access consumer profile 330 stored in telephone 175 and will use the information stored in consumer profile 330, e.g., information record 335, to route the call to a...

14/3,K/5 (Item 5 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2003 European Patent Office. All rts. reserv.

01119381

Multi-mode telecommunication device for channel selection  
Multimode Telekommunikationsgerat zur Kanalauswahl  
Dispositif de telecommunication multimode de selection d'un canal  
PATENT ASSIGNEE:

ROBERT BOSCH GMBH, (200050), Postfach 30 02 20, 70442 Stuttgart, (DE),  
(Applicant designated States: all)

INVENTOR:

Koehne, Leif, Kornelparken 270, 9310 Vodskov, (DK)  
Kristensen, Oluf, Hebeगाardsvej 16, 9440 Aabybro, Biersted, (DK)  
PATENT (CC, No, Kind, Date): EP 980190 A1 000216 (Basic)  
APPLICATION (CC, No, Date): EP 98115149 980812;

DESIGNATED STATES: DE; DK; FR; GB; IT; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: H04Q-007/38 ; H04Q-007/32  
ABSTRACT WORD COUNT: 243

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200007	552
SPEC A	(English)	200007	2659
Total word count - document A			3211
Total word count - document B			0
Total word count - documents A + B			3211

INTERNATIONAL PATENT CLASS: H04Q-007/38 ...

... H04Q-007/32

...SPECIFICATION stored in a so called ME Configuration Table or MECT or  
apparatively in said first **storing** means 61.

Subscriber **information** 's **data** are also available for the mobile  
**phone** 10. An internal table called **SUBSCRIBER** (underscore) **PROFILE**  
holds all information on which modes of operation, frequency bands etc.  
are available within the...

14/3,K/6 (Item 6 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01103752

**Method and apparatus for tracking call history for mobile and wireline  
users accessing the network on different ports for subsequent calls**

**Verfahren und Vorrichtung zum Verfolgen der Anrufhistorie von mobilen und  
drahtgebundenen Benutzern welche bei aufeinanderfolgenden Anrufen von  
verschiedenen Anschlüssen aus auf das Netzwerk zugreifen**

**Methode et appareil pour suivre l'historique des appels d'abonnes mobiles  
et filaires qui accedent le reseau sur des ports differents pour des  
appels consecutifs**

PATENT ASSIGNEE:

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (Proprietor designated states: all)

INVENTOR:

Thompson, Jane Ann, 679 Blackhawk Drive, Batavia, Illinois 60510, (US)

Thompson, Robin Jeffrey, 679 Blackhawk Drive, Batavia, Illinois 60510,  
(US)

LEGAL REPRESENTATIVE:

Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)  
Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 967775 A2 991229 (Basic)

EP 967775 A3 000419

EP 967775 B1 030129

APPLICATION (CC, No, Date): EP 99304671 990615;

PRIORITY (CC, No, Date): US 103021 980623

DESIGNATED STATES: DE; FI; FR; GB; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/42 ; H04M-003/48 ; H04Q-003/00 ;  
H04Q-007/38

ABSTRACT WORD COUNT: 127

NOTE:

Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	199952	1087
CLAIMS B	(English)	200305	821
CLAIMS B	(German)	200305	868
CLAIMS B	(French)	200305	1142
SPEC A	(English)	199952	2776
SPEC B	(English)	200305	2970
Total word count - document A			3864
Total word count - document B			5801

• Total word count - documents A + B 9665

INTERNATIONAL PATENT CLASS: H04M-003/42 ...

... H04M-003/48 ...

... H04Q-003/00 ...

... H04Q-007/38

...SPECIFICATION the switching system 16. Each line port 14 is connected and associated with a specific **subscriber's telephone** line 12. **Call history information** is **stored** in the switching system's memory and associates call history information such as last called...

...SPECIFICATION the switching system 16. Each line port 14 is connected and associated with a specific **subscriber's telephone** line 12. **Call history information** is **stored** in the switching system's memory and associates call history information such as last called...

14/3,K/7 (Item 7 from file: 348)

DIALOG(R) File 348:EUROPEAN PATENTS

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01046585

Method for calling up user-specified information using a mobile telephone  
Verfahren zum Abrufen von teilnehmerspezifizierte Information mit Hilfe  
eines mobilen Telefons

Procede de demande d'information specifique a un usager au moyen d'un  
telephone mobile

PATENT ASSIGNEE:

International Business Machines Corporation, (200128), New Orchard Road,  
Armonk, NY 10504, (US), (Proprietor designated states: all)

INVENTOR:

Akerblom, Stefan, Peperfeld, 7, 30457 Hannover, (DE)

Arnold, Gerald, Steigerweg 16, 03130 Spremberg, (DE)

Ehrmantraut, Michael, Gneisenaustasse 11, 31275 Lehrte, (DE)

Metternich, Jorg, Conrad-Meichner-Strasse 9, 31008 Elze, (DE)

LEGAL REPRESENTATIVE:

Teufel, Fritz, Dipl.-Phys. (11855), IBM Deutschland Informationssysteme  
GmbH, Patentwesen und Urheberrecht, 70548 Stuttgart, (DE)

PATENT (CC, No, Kind, Date): EP 926911 A2 990630 (Basic)

EP 926911 A3 001004

EP 926911 B1 020619

APPLICATION (CC, No, Date): EP 98115147 980812;

PRIORITY (CC, No, Date): DE 19747438 971028

DESIGNATED STATES: AT; BE; CH; DE; ES; FR; GB; IE; IT; LI; NL; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04Q-007/32 ; H04L-029/06; G06F-017/30 ;

H04Q-007/22 ; H04M-003/42

ABSTRACT WORD COUNT: 160

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	199926	1145
CLAIMS B	(English)	200225	762

CLAIMS B	(German)	200225	669
CLAIMS B	(French)	200225	805
SPEC A	(English)	199926	1791
SPEC B	(English)	200225	1940
Total word count - document A			2936
Total word count - document B			4176
Total word count - documents A + B			7112
INTERNATIONAL PATENT CLASS: H04Q-007/32 ...			

... G06F-017/30 ...

... H04Q-007/22 ...

... H04M-003/42

...SPECIFICATION Internet, the comments made in respect of the Internet apply.

In a final embodiment, the **user** of the mobile **phone** communicates the enquiry **profile** to the information **provider** himself ( **telephone** /fax/letter, etc.) and the **information** provider **stores** this **information** .

FIG. 2 describes the implementation of the present invention in a bank architecture.

The bank...

...SPECIFICATION Internet, the comments made in respect of the Internet apply.

In a final embodiment, the **user** of the mobile **phone** communicates the enquiry **profile** to the information **provider** himself ( **telephone** /fax/letter, etc.) and the **information** provider **stores** this **information** .

FIG. 2 describes the implementation of the present invention in a bank architecture.

The bank...

14/3,K/8 (Item 8 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01046496

**A method of and a system for delivering calls to plural service provider domains**

**Verfahren und System zum Liefern von Anrufe zum mehreren Dienstanbieterdomanen**

**Methode et systeme pour delivrer des appels a plusieurs domaines de fournisseur de services**

PATENT ASSIGNEE:

TELEFONAKTIEBOLAGET L M ERICSSON (publ), (213765), , 126 25 Stockholm, (SE), (applicant designated states:

AT;BE;CH;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

Klostermann, Lucas, Mgr. Frenckenstraat 26B, 4812 CG Breda, (NL)

LEGAL REPRESENTATIVE:

Dohmen, Johannes Maria Gerardus et al (69633), Algemeen Octrooibureau, P.O. Box 645, 5600 AP Eindhoven, (NL)

PATENT (CC, No, Kind, Date): EP 926906 A1 990630 (Basic)

APPLICATION (CC, No, Date): EP 97204100 971224;

PRIORITY (CC, No, Date): EP 97204100 971224

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;

MC; NL; PT; SE  
INTERNATIONAL PATENT CLASS: H04Q-003/00  
ABSTRACT WORD COUNT: 167

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9926	742
SPEC A	(English)	9926	3394
Total word count - document A			4136
Total word count - document B			0
Total word count - documents A + B			4136

INTERNATIONAL PATENT CLASS: H04Q-003/00

...SPECIFICATION service provider domain.

British patent application 2,280,334 discloses a method of invoking a **telephone user profile** in connection with a **user** initiated routing of a **call**. User service profile **information** is **stored** in all the switches of a telephone network, using an intermediate central computer. Besides excessive...

14/3,K/9 (Item 9 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2003 European Patent Office. All rts. reserv.

01030324

**MOBILE ELECTRONIC COMMERCE SYSTEM**  
**MOBILES ELEKTRONISCHES HANDELSSYSTEM**  
**SYSTEME DE COMMERCE ELECTRONIQUE MOBILE**

PATENT ASSIGNEE:

MATSUSHITA ELECTRIC INDUSTRIAL CO., LTD, (216884), 1006, Oaza-Kadoma, Kadoma-shi, Osaka 571-0000, (JP), (Applicant designated States: all)

INVENTOR:

TAKAYAMA, Hisashi, 21-22, Matsubara 4-chome, Setagaya-ku, Tokyo 156-0043, (JP)

LEGAL REPRESENTATIVE:

Casalonga, Axel (14511), BUREAU D.A. CASALONGA - JOSSE Morassistrasse 8, 80469 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 950968 A1 991020 (Basic)  
WO 9909502 990225

APPLICATION (CC, No, Date): EP 98937807 980813; WO 98JP3608 980813

PRIORITY (CC, No, Date): JP 97230564 970813

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 150

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; Japanese  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9942	17239
SPEC A	(English)	9942	160346
Total word count - document A			177585
Total word count - document B			0
Total word count - documents A + B			177585

INTERNATIONAL PATENT CLASS: G06F-017/60



...SPECIFICATION telephone card issuing means comprises:  
 communication means for communicating with the service providing means;  
 customer **information** storage means for **storing information** concerning the purchase **history** of a **customer** ;  
**telephone** card issuance **information** storage means for **storing information** concerning a telephone card that has been issued;  
 telephone card information storage means for storing...of the electronic telephone card settlement means. Further, a digital signature is provided for the **telephone** micro-check message by using the card signature private key of the electronic telephone card...

...the amount remaining can be determined, a more precise examination of the validity of the **telephone** micro-check can be performed.  
 According to the invention cited in claim 118, at a...to the embodiment of the present invention;  
 Fig. 135A is a specific diagram showing the **data** structure of a refund receipt that is transmitted from the ticket issuing system to the ...in a wireless telephone terminal, such as a portable telephone or a PHS, to monitor **calls** initiated at the wireless **telephone** terminal.  
 In this specification, this system is **called** an "electronic commerce system," and the various types of services that can be provided by... installation card 207 available for sale at a retail sales outlet, such as a convenience **store** or a kiosk at a station. When a user purchases an installation card or receives...

...CLAIMS telephone card issuing means comprises:  
 communication means for communicating with said service providing means;  
 customer **information** storage means for **storing information** concerning the purchase **history** of a **customer** ;  
**telephone** card issuance **information** storage means for **storing information** concerning a telephone card that has been issued;  
 telephone card information storage means for storing...

14/3,K/10 (Item 10 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01001597

Virtual call center

Virtuelle Anrufzentrale

Centre d'appel virtuel

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (applicant designated states:

AT;BE;CH;CY;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

Foladare, Mark Jeffrey, 8 Matthew Avenue, Kendall Park, New Jersey 08824, (US)

Goldman, Shelley B., 9 Surrey Lane, East Brunswick, New Jersey 08816, (US)

Silverman, David Phillip, 4 Lowe Road, Somerville, New Jersey 08876, (US)

Wang, Shaoqing Q., 111 Bonnie Drive, Middletown, New Jersey 07748, (US)

Weber, Roy Philip, 940 Turnberry Court, Bridgewater, New Jersey 08807, (US)

Westrich, Robert S., 44 Lone Oak Road, Middletown, New Jersey 07748, (US)

LEGAL REPRESENTATIVE:

Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub,  
Baaderstrasse 3, 80469 Munchen, (DE)  
PATENT (CC, No, Kind, Date): EP 903921 A2 990324 (Basic)  
APPLICATION (CC, No, Date): EP 98117634 980917;  
PRIORITY (CC, No, Date): US 933518 970918  
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE  
INTERNATIONAL PATENT CLASS: H04M-003/50 ; H04M-007/00  
ABSTRACT WORD COUNT: 111

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9911	1547
SPEC A	(English)	9911	6716
Total word count - document A			8263
Total word count - document B			0
Total word count - documents A + B			8263

INTERNATIONAL PATENT CLASS: H04M-003/50 ...

... H04M-007/00

...SPECIFICATION 58. A merchant database 54 is connected to merchant server 52 via line 56 and **stores customer information** including each **customer** 's name, address, **telephone** number, account **history** or purchase **history** , credit card number(s), clothing sizes for different family members and other customer information. Merchant...

14/3,K/11 (Item 11 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2003 European Patent Office. All rts. reserv.

00991529

A wireless terminal and wireless telecommunications system adapted to prevent the theft of wireless service

Schnurloses Endgerat und Telekommunikationssystem mit Dienst-Misbrauchverhinderung

Terminal et systeme de telecommunications "sans-fil" interdisant l'usage illicite des services "sans-fil"

PATENT ASSIGNEE:

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (Applicant designated States: all)

INVENTOR:

Haimi-Cohen, Raziell, 2 Layng Terrace, Springfield, New Jersey 07081, (US)

LEGAL REPRESENTATIVE:

Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)  
Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 896486 A2 990210 (Basic)  
EP 896486 A3 000322

APPLICATION (CC, No, Date): EP 98306017 980728;

PRIORITY (CC, No, Date): US 906817 970806

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04Q-007/22 ; H04Q-007/32 ; H04Q-007/38

ABSTRACT WORD COUNT: 264

NOTE:

Figure number on first page: NONE

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9906	1129
SPEC A	(English)	9906	4470
Total word count - document A			5599
Total word count - document B			0
Total word count - documents A + B			5599

INTERNATIONAL PATENT CLASS: H04Q-007/22 ...

... H04Q-007/32 ...

... H04Q-007/38

...ABSTRACT having to enter a candidate PIN again.

In the wireless telecommunications system, a PIN is **stored** in a subscriber database for each **user**. The **subscriber** database also contains a **history** list of the **telephone** numbers that each **user** has previously **called** or received **calls** from. When the user first attempts to call a telephone number from which a received...

14/3,K/12 (Item 12 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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00975383

**User assisted wireless fraud detection**

**Benutzer unterstützte schnurlose Betrugserkennung**

**Detection de fraude dans un systeme sans fil assiste par l'utilisateur**

PATENT ASSIGNEE:

AT&T Wireless Services, Inc., (2521550), 32 Avenue of the Americas, New York, New York 10013-2412, (US), (Applicant designated States: all)

INVENTOR:

Cosatto, Eric, J-14 Twin Lights Court, Highlands, New Jersey 07732, (US)

Graf, Hans Peter, 24 High Point Road, Lincroft, New Jersey 07738, (US)

LEGAL REPRESENTATIVE:

Asquith, Julian Peter et al (76431), Marks & Clerk, 4220 Nash Court, Oxford Business Park South, Oxford OX4 2RU, (GB)

PATENT (CC, No, Kind, Date): EP 884919 A2 981216 (Basic)

EP 884919 A3 991103

APPLICATION (CC, No, Date): EP 98304042 980521;

PRIORITY (CC, No, Date): US 969098 970612

DESIGNATED STATES: DE; FI; FR; GB; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04Q-007/38

ABSTRACT WORD COUNT: 126

NOTE:

Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9851	404
SPEC A	(English)	9851	4348
Total word count - document A			4752
Total word count - document B			0
Total word count - documents A + B			4752

INTERNATIONAL PATENT CLASS: H04Q-007/38

...SPECIFICATION network, which is the network in which the telephone normally operates. The home network also **stores subscriber profile** and other **information** about the mobile **telephone**. Thus, for each telephone which has network 100 as its home network, the CDR DB...

14/3,K/13 (Item 13 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2003 European Patent Office. All rts. reserv.

00733343

**Audio-video- or data server using telephone lines**

**Audio Video und Datenanbieter mit Verwendung von Telefonleitungen**

**Serveur de donnees notamment audio ou video utilisant des lignes telephoniques**

PATENT ASSIGNEE:

SONY CORPORATION, (214024), 6-7-35 Kitashinagawa Shinagawa-ku, Tokyo 141, (JP), (applicant designated states: DE;FR;GB)

INVENTOR:

Kurihara, Akira, c/o Intellectual Prop. Div., Sony Corp., 6-7-35 Kitashinagawa, Shinagawa-ku, Tokyo 141, (JP)

LEGAL REPRESENTATIVE:

Robinson, Nigel Alexander Julian et al (69551), D. Young & Co., 21 New Fetter Lane, London EC4A 1DA, (GB)

PATENT (CC, No, Kind, Date): EP 691762 A2 960110 (Basic)  
EP 691762 A3 971217

APPLICATION (CC, No, Date): EP 95304686 950704;

PRIORITY (CC, No, Date): JP 94156863 940708

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04H-001/02; G11B-020/00; **G06F-001/00**

ABSTRACT WORD COUNT: 138

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	827
SPEC A	(English)	EPAB96	3961
Total word count - document A			4788
Total word count - document B			0
Total word count - documents A + B			4788

...INTERNATIONAL PATENT CLASS: **G06F-001/00**

...SPECIFICATION be asymmetrical (different rates).

In Fig. 2, a storage device 11 is a device for **storing** accounting **information**, updating **history information** and **user 's telephone** number, etc. per each user. A storage device 12 is a device for storing access...

14/3,K/14 (Item 14 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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00572919

**Method for selectively controlling the propagation of DTMF-signals**

**Methode zur selektiven Kontrolle der Übertragung von DTMF-Signalen**

**Methode du controle selectif de la propagation des signaux DTMF**

**PATENT ASSIGNEE:**

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (applicant designated states: DE;ES;FR;GB;IT)

**INVENTOR:**

Parola, Dario Livio, 291 Broad Street, Matawan, New Jersey 07747, (US)

**LEGAL REPRESENTATIVE:**

Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies  
(UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 568240 A1 931103 (Basic)  
EP 568240 B1 980408

APPLICATION (CC, No, Date): EP 93303025 930420;

PRIORITY (CC, No, Date): US 876555 920430

DESIGNATED STATES: DE; ES; FR; GB; IT

INTERNATIONAL PATENT CLASS: **H04M-003/00**

ABSTRACT WORD COUNT: 131

LANGUAGE (Publication,Procedural,Application): English; English; English

**FULLTEXT AVAILABILITY:**

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9815	1014
CLAIMS B	(German)	9815	885
CLAIMS B	(French)	9815	1211
SPEC B	(English)	9815	6646
Total word count - document A			0
Total word count - document B			9756
Total word count - documents A + B			9756

INTERNATIONAL PATENT CLASS: **H04M-003/00**

...SPECIFICATION the "pre-answer" period. As with all subscribers to the  
DTMF propagation limiting service, network **user** 608's **telephone**  
number and associated service **profile** are **stored** in the ANI **data**  
base contained within the serving network switch (in this case, switch  
601). Assume that the...

**14/3,K/15 (Item 15 from file: 348)**

DIALOG(R) File 348:EUROPEAN PATENTS

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00562064

**A system for automatically storing telephone transaction information.**

**Ein System zur automatischen Speicherung von telefonischen  
Transaktionsdaten.**

**Un systeme pour enregistrer automatiquement des informations de  
transactions telefoniques.**

**PATENT ASSIGNEE:**

International Business Machines Corporation, (200120), Old Orchard Road,  
Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)

**INVENTOR:**

Miller, Steven K., 20721 Burnt Woods Drive, Germantown, MD 20874, (US)

Mandato, Frank Edward, 10913 Longmeadow Drive, Damascus, MD 20872, (US)

Gursahaney, Suresh K., 18761 Nathan's Place, Gaithersburg, MD 20879-2254,  
(US)

**LEGAL REPRESENTATIVE:**

Schafer, Wolfgang, Dipl.-Ing. (62021), IBM Deutschland

Informationssysteme GmbH Patentwesen und Urheberrecht, D-70548  
Stuttgart, (DE)

PATENT (CC, No, Kind, Date): EP 568770 A2 931110 (Basic)

EP 568770 A3 940622  
APPLICATION (CC, No, Date): EP 93101775 930205;  
PRIORITY (CC, No, Date): US 846657 920305  
DESIGNATED STATES: DE; FR; GB  
INTERNATIONAL PATENT CLASS: H04M-003/50 ; G06F-015/20  
ABSTRACT WORD COUNT: 110

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	1701
SPEC A	(English)	EPABF1	5333
Total word count - document A			7034
Total word count - document B			0
Total word count - documents A + B			7034

INTERNATIONAL PATENT CLASS: H04M-003/50 ...

... G06F-015/20

...SPECIFICATION about an incoming call can be used to automatically access host applications to obtain a **customer profile** during a **telephone** transaction.

What is needed is a flexible means for **archiving** the **information** derived from a telephone transaction. For either inbound calls or outbound calls, information is developed...

14/3,K/16 (Item 16 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2003 European Patent Office. All rts. reserv.

00449461

PERSONAL COMMUNICATION SYSTEM  
PERSONLICHES UBERTRAGUNGSSYSTEM  
SYSTEME DE COMMUNICATIONS PERSONNEL

PATENT ASSIGNEE:

NIPPON TELEGRAPH AND TELEPHONE CORPORATION, (686339), 19-2 Nishi-Shinjuku 3-chome, Shinjuku-ku, Tokyo 163-19, (JP), (applicant designated states: DE;FR;GB;SE)

INVENTOR:

TOKUNAGA, Hiroshi, 429-2, Kamifujisawa Iruma-shi, Saitama 358, (JP)  
YOSHIKAWA, Noriaki, 2-26-22, Tokura Kokubunji-shi, Tokyo 185, (JP)  
HATTORI, Takeshi 3100-1-201, Kamimiyata, Minamishitauracho, Miura-shi Kanagawa 238-01, (JP)  
KOBAYASHI, Hidetsugu 429-3, Kamifujisawa, Iruma-shi, Saitama 358, (JP)  
YASUDA, Yoshiyuki 450-1-2-405, Sugetacho, Kanagawa-ku, Yokohama-shi Kanagawa 221, (JP)  
NOHARA, Tatsuo 534-1-202B, Higashiasakawacho, Hachiooji-shi, Tokyo 193, (JP)

LEGAL REPRESENTATIVE:

Darby, David Thomas et al (29881), Abel & Imray Northumberland House 303-306 High Holborn, London WC1V 7LH, (GB)

PATENT (CC, No, Kind, Date): EP 433465 A1 910626 (Basic)  
EP 433465 A1 920909  
EP 433465 B1 960612  
WO 9100664 910110

APPLICATION (CC, No, Date): EP 90909851 900628; WO 90JP839 900628  
PRIORITY (CC, No, Date): JP 89168725 890630  
DESIGNATED STATES: DE; FR; GB; SE

INTERNATIONAL PATENT CLASS: H04M-003/42  
ABSTRACT WORD COUNT: 181

LANGUAGE (Publication,Procedural,Application): English; English; Japanese  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	1053
CLAIMS B	(English)	EPAB96	355
CLAIMS B	(German)	EPAB96	326
CLAIMS B	(French)	EPAB96	394
SPEC A	(English)	EPABF1	6877
SPEC B	(English)	EPAB96	7202
Total word count - document A			7930
Total word count - document B			8277
Total word count - documents A + B			16207

INTERNATIONAL PATENT CLASS: H04M-003/42

...SPECIFICATION alteration of secret identification numbers can be made only from the special keyboard.

As the **history** of **calls** is **recorded** for each **personal telephone** number, the **calls** are charged on the personal number.

The second aspect of this invention concerns a telephone...as the information of charging.

Besides the information for charging, the memory M may be **stored** with such other **information** as temporary suspension of the use by the **subscriber** , **history** of changes in the **personal telephone** number, related personal telephone numbers (of the same organization or of the same family), and...

...SPECIFICATION alteration of secret identification numbers can be made only from the special keyboard.

As the **history** of **calls** is **recorded** for each **personal telephone** number, the **calls** are charged on the personal number.

The second aspect of this invention concerns a telephone...as the information of charging.

Besides the information for charging, the memory M may be **stored** with such other **information** as temporary suspension of the use by the **subscriber** , **history** of changes in the **personal telephone** number, related personal telephone numbers (of the same organization or of the same family), and...

14/3,K/17 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00963611 \*\*Image available\*\*

**EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM FOR RENTAL VEHICLE SERVICES**  
**SYSTEME INFORMATIQUE INTERENTREPRISES A ELEMENTS MULTIPLES A ACCES INTERNET POUR SERVICES DE LOCATION DE VEHICULES**

Patent Applicant/Assignee:

THE CRAWFORD GROUP INC, 600 Corporate Park Drive, St. Louis, MO 63105, US  
, US (Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

WEINSTOCK Timothy Robert, 1845 Highcrest Drive, St. Charles, MO 63303, US  
, US (Residence), US (Nationality), (Designated only for: US)

DE VALLANCE Kimberly Ann, 2037 Silent Spring Drive, Maryland Heights, MO 63043, US, US (Residence), US (Nationality), (Designated only for: US)

HASELHORST Randall Allan, 1016 Scenic Oats Court, Imperial, MO 63052, US,  
US (Residence), US (Nationality), (Designated only for: US)  
KENNEDY Craig Stephen, 9129 Meadowglen Lane, St. Louis, MO 63126, US, US  
(Residence), US (Nationality), (Designated only for: US)  
SMITH David Gary, 10 Venice Place Court, Wildwood, MO 63040, US, US  
(Residence), US (Nationality), (Designated only for: US)  
TINGLE William T, 17368 Hilltop Ridge Drive, Eureka, MO 63025, US, US  
(Residence), US (Nationality), (Designated only for: US)  
KLOPFENSTEIN Anita K, 433 Schwarz Road, O'Fallon, IL 62269, US, US  
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HAFERKAMP Richard E (et al) (agent), Howell & Haferkamp, L.C., Suite  
1400, 7733 Forsyth Blvd., St. Louis, MO 63105-1817, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200297700 A2 20021205 (WO 0297700)  
Application: WO 2001US51431 20011019 (PCT/WO US0151431)  
Priority Application: US 2000694050 20001020

Parent Application/Grant:

Related by Continuation to: US 2000694050 20001020 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 237932

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... has been received. This program also checks for shutdown.

@Operational Method.

This program is a **called** program that accepts three (3) parameter fields.

Company **Profile** ID (input-5 alpha), Shutdown Flag (output-1 alpha) and Transactions Received Flag (output-1...

14/3,K/18 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00933152 \*\*Image available\*\*

**EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM FOR RENTAL VEHICLE SERVICES**

**SYSTEME INFORMATIQUE ETENDU ENTRE ENTREPRISES, A FONCTIONS MULTIPLES, FONCTIONNANT SUR LE WEB, POUR DES SERVICES DE LOCATION DE VEHICULES**

Patent Applicant/Assignee:

THE CRAWFORD GROUP INC, 600 Corporate Park Drive, St. Louis, MO 63105, US  
, US (Residence), US (Nationality), (For all designated states except:  
US)

Patent Applicant/Inventor:

Bode Akintola 13-Mar-03



WEINSTOCK Timothy Robert, 1845 Highcrest Drive, St. Charles, MO 63303, US  
, US (Residence), US (Nationality), (Designated only for: US)  
DE VALLANCE Kimberly Amm, 2037 Silent Spring Drive, Maryland Heights, MO  
63043, US, US (Residence), US (Nationality), (Designated only for: US)  
HASELHORST Randall Allan, 1016 Scenic Oats Court, Imperial, MO 63052, US,  
US (Residence), US (Nationality), (Designated only for: US)  
KENNEDY Craig Stephen, 9129 Meadowglen Lane, St. Louis, MO 63126, US, US  
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SMITH David Gary, 10 Venice Place Court, Wildwood, MO 63040, US, US  
(Residence), US (Nationality), (Designated only for: US)  
TINGLE William T, 17368 Hilltop Ridge Drive, Eureka, MO 63025, US, US  
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KLOPFENSTEIN Anita K, 433 Schwarz Road, O'Fallon, IL 62269, US, US  
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HAFERKAMP Richard E (et al) (agent), HOWELL & HAFERKAMP, L.C., Suite  
1400, 7733 Forsyth Blvd., St. Louis, MO 63105-1817, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200267175 A2 20020829 (WO 0267175)

Application: WO 2001US51437 20011019 (PCT/WO US0151437)

Priority Application: US 2000694050 20001020

Parent Application/Grant:

Related by Continuation to: US 2000694050 20001020 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 243912

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... at Section I - Review Tickets Needing Extensions. To start, key X to  
@ct Body Shop **calls** on the Reservation Menu Screen. FERTERl to prompt  
the associated screen, wn below.

:tion I...

...CALLS .6 CCCB10-1

Print :(Y ox N)

.ITE='INSURANCE CO..

to Name) 3 4 ( Phone Number) .5

CUST#

**CALLS**

AMX\* TESTING - CUSTOMER \* AMXT. EST 222' 2222 0.02

-XR0001 212 2121 0 -i

FIPM4AN! 3-114SURANCE GROUP...operational time currently causes the  
notification of the ET d ARMS primary and backup On- **Call** staff pagers.  
This is done so that they may nually intervene to attempt to restart...

14/3,K/19 (Item 3 from file: 349)

Bode Akintola 13-Mar-03

\*DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00911098      \*\*Image available\*\*

**ACOUSTIC COMMUNICATION SYSTEM  
SYSTEME DE COMMUNICATION ACOUSTIQUE**

Patent Applicant/Assignee:

SCIENTIFIC GENERICS LIMITED, Harston Mill, Harston, Cambridgeshire CB2  
5GG, GB, GB (Residence), GB (Nationality), (For all designated states  
except: US)

Patent Applicant/Inventor:

JONES Aled Wynne, Scientific Generics Limited, Harston Mill, Harston,  
Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),  
(Designated only for: US)

REYNOLDS Michael Raymond, Scientific Generics Limited, Harston Mill,  
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(Designated only for: US)

BARTLETT David, Scientific Generics Limited, Harston Mill, Harston,  
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(Designated only for: US)

HOSKING Ian Michael, Scientific Generics Limited, Harston Mill, Harston,  
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(Designated only for: US)

GUY Donald Glenn, Scientific Generics Limited, Harston Mill, Harston,  
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(Designated only for: US)

KELLY Peter John, Scientific Generics Limited, Harston Mill, Harston,  
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(Designated only for: US)

TIMSON Daniel Reginald Ewart, Scientific Generics Limited, Harston Mill,  
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(Designated only for: US)

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(Designated only for: US)

HART Alan Michael, Scientific Generics Limited, Harston Mill, Harston,  
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(Designated only for: US)

MORLAND Robert John, Scientific Generics Limited, Harston Mill, Harston,  
Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),  
(Designated only for: US)

Legal Representative:

BERESFORD Keith Denis Lewis (et al) (agent), Beresford & Co., 2-5 Warwick  
Court, High Holborn, London WC1R 5DH, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200245286 A2 20020606 (WO 0245286)

Application: WO 2001GB5300 20011130 (PCT/WO GB0105300)

Priority Application: GB 200029273 20001130; GB 20011947 20010125; GB  
20011950 20010125; GB 20011952 20010125; GB 20011953 20010125; GB  
20013623 20010213; GB 20016587 20010316; GB 20016778 20010319; GB  
20017124 20010321; GB 20018205 20010402; GB 200114715 20010615; GB  
200127013 20011109

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP  
KR KZ LC LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO  
RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English  
Fulltext Word Count: 35929

International Patent Class: H04M-001/215 ...  
Fulltext Availability:  
Detailed Description

#### Detailed Description

... be awarded for the fastest answer,  
In preferred embodiments, the data transmitted by the cellular **phone** is enhanced by adding **user profile data stored** in the cellular **phone**. This is particularly useful for the audience survey and opinion polling applications described above because...geographical distribution of the audience for a television/radio programme.

An advantage of sending enhanced **data** including **data** which is either **stored** in the cellular **phone**, for example the **user profile data**, or calculated by the cellular **phone**, for example location data, is that no additional effort is required by the user,  
In...

14/3,K/20 (Item 4 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00911085 \*\*Image available\*\*

#### COMMUNICATION SYSTEM

#### SYSTEME DE COMMUNICATION

Patent Applicant/Assignee:

SCIENTIFIC GENERICS LIMITED, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

JONES Aled Wynne, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

REYNOLDS Michael Raymond, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

BARTLETT David, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

HOSKING Ian Michael, Scientific Generics limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

GUY Donald Glenn, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), US (Nationality), (Designated only for: US)

KELLY Peter John, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

TIMSON Daniel Reginald Ewart, Scientifics Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality), (Designated only for: US)

VASILOPOLOUS Nicolas, Scientific Generics Limited, Harston Mill, Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GR (Nationality),

(Designated only for: US)

HART Alan Michael, Scientific Generics Limited, Harston Mill, Harston,  
Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),

(Designated only for: US)

MORLAND Robert John, Scientific Generics Limited, Harston Mill, Harston,  
Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),

(Designated only for: US)

Legal Representative:

BERESFORD Keith Denis Lewis (et al) (agent), Beresford & Co., 2-5 Warwick  
Court, High Holborn, London WC1R 5DH, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200245273 A2 20020606 (WO 0245273)

Application: WO 2001GB5306 20011130 (PCT/WO GB0105306)

Priority Application: GB 200029273 20001130; GB 20011947 20010125; GB  
20011953 20010125; GB 20015869 20010309; GB 20016587 20010316; GB  
20016778 20010319; GB 20017124 20010321; GB 200111016 20010504; GB  
200114714 20010615; GB 200127013 20011109

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 36104

International Patent Class: H04M-001/215 ...

Fulltext Availability:

Detailed Description

Detailed Description

... in a railway or bus station.

In preferred embodiments, the data transmitted by the  
cellular **phone** is enhanced by adding **user profile data**  
**stored** in the cellular **phone**. This is particularly  
useful for the audience survey and opinion polling  
applications described above because...

...age profile

of the audience of a television/radio programme.

An advantage of sending enhanced **data** including **data**  
which is either **stored** in the cellular **phone**, for example  
the **user profile data**, or calculated by the cellular  
**phone**, for example location data, is that no additional

14/3,K/21 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00902257

SMART COMMUNICATION INTERFACE DEVICE, APPLICATIONS AND ENHANCED MOBILE  
PRODUCTIVITY FEATURES

DISPOSITIF A INTERFACE DE COMMUNICATION INTELLIGENTE, APPLICATIONS ET

# CARACTERISTIQUES DE PRODUCTIVITE MOBILE AMELIOREES

Patent Applicant/Inventor:

KAZAMIAS Christian, 509 Lyons Road, Five Docks, NSW 2046, AU, AU  
(Residence), AU (Nationality)

Legal Representative:

YOUNG Philip Claude (agent), Wilson & Young, 225 Lawrence Street,  
Alexandria, NSW 2015, AU,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200235869 A1 20020502 (WO 0235869)

Application: WO 2001AU1384 20011027 (PCT/WO AU0101384)

Priority Application: AU 20001049 20001027

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 11626

Main International Patent Class: H04Q-007/32

International Patent Class: H04M-001/72

Fulltext Availability:

Detailed Description

Detailed Description

... to determine the caller. Our concept enhances this further by building  
an intelligent database that **stores** methods of communication by.

a) The **User** - how he/she contacts the **person profiled** ; **phone** ,  
**sms**, email, fax b) Contact **person** - how they reply to messages and  
**calls** and feedback on their location (significant when in opposite  
time-zones).

If a user selects...

14/3,K/22 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00899506 \*\*Image available\*\*

## DATA LOGGING SYSTEM

## SYSTEME D'ENREGISTREMENT DE DONNEES

Patent Applicant/Assignee:

ADICARTE TECHNOLOGY LIMITED, 5 Water end Barns, Eversholt, Nr. Woburn,  
Bedfordshire MK17 9AE, GB, GB (Residence), GB (Nationality), (For all  
designated states except: US)

MACDONALD Nigel Allen, Meadow Cottage, 14 Church Lane, Riseley,  
Bedfordshire, MK44 1ER, GB, GB (Residence), GB (Nationality),  
(Designated only for: US)

Legal Representative:

RAYNOR Simon Mark (agent), Urquhart-Dykes & Lord, Midsummer House, 411C  
Midsummer Boulevard, Central Milton Keynes, Buckinghamshire MK9 3BN, GB

Patent and Priority Information (Country, Number, Date):

Patent: WO 200233595 A2 20020425 (WO 0233595)

Application: WO 2001GB4679 20011019 (PCT/WO GB0104679)  
Priority Application: GB 200025865 20001020  
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU  
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR  
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD  
SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 8815

Main International Patent Class: G06F-017/40  
Fulltext Availability:  
Detailed Description

Detailed Description  
... client card 1.

If the client card I is inserted in the dual slot mobile phone 2 the  
client profile is accessed and the information stored therein is  
read and recorded 35. A short message (a text message) is automatically  
generated ' ) 6 and sent to a...

14/3,K/23 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00897874 \*\*Image available\*\*

WIRELESS COMMUNICATIONS SYSTEM AND METHOD HAVING AN EMERGENCY LOCATION AND  
VITAL SIGN MONITOR  
SYSTEME ET PROCEDE DE COMMUNICATIONS SANS FIL COMPORTANT UN DISPOSITIF DE  
SURVEILLANCE DE LIEU DE SITUATION D'URGENCE ET DE SIGNES VITAUX

Patent Applicant/Assignee:

NOKIA CORPORATION, Keilalahdentie 4, FIN-02150 Espoo, FI, FI (Residence),  
FI (Nationality), (For all designated states except: BB)

NOKIA INC, 6000 Connection Drive, Irving, TX 75039, US, US (Residence),  
US (Nationality), (Designated only for: BB)

Inventor(s):

LACEY Simon R, 4993 Hawley Boulevard, San Diego, CA 92116, US,

Legal Representative:

SMITH Harry F (agent), Harrington & Smith, LLP, 1809 Black Rock Turnpike,  
Fairfield, CT 06432-3504, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200232098 A2 20020418 (WO 0232098)

Application: WO 2001IB1748 20010924 (PCT/WO IB0101748)

Priority Application: US 2000688287 20001013

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU  
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP  
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD  
SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English  
Filing Language: English

Fulltext Word Count: 6024

Main International Patent Class: H04M-011/00

Fulltext Availability:

Detailed Description

Detailed Description

... capability and software for displaying graphical or other information on the communicator's display. Other information stored in the user's phone, such as the user's medical history, may also be transmitted to the emergency personnel, and may be displayed or otherwise presented...communications capability and software for displaying graphical or other information on the display 46B. Other information stored in the user's phone 14, such as the user's medical history, may also be transmitted to the emergency personnel, and may be displayed or otherwise presented...

14/3,K/24 (Item 8 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00877782

METHOD AND APPARATUS FOR PROVIDING CONSUMERS WITH ELECTRONIC OFFERS FROM A VENDOR

PROCEDE ET APPAREIL DE DISTRIBUTION D'OFFRES ELECTRONIQUES EMANANT DE VENDEURS A DES CONSOMMATEURS

Patent Applicant/Assignee:

FREQUENCY MARKETING INC, 6101 Meijer Drive, Milford, OH 45150, US, US  
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

LAPORTE Patrick L, 27 W. Cartwright Drive, Princeton Junction, NJ 08550, US, US (Residence), US (Nationality)

PITTMAN William P, 9633 Waterford Place #310, Loveland, OH 45140, US, US  
(Residence), US (Nationality)

FORSYTHE Bradley G, 645 Brandy Way, Cincinnati, OH 45244, US, US  
(Residence), US (Nationality)

Legal Representative:

MEHRLE Joseph P (et al) (agent), Dinsmore & Shohl, LLP, 1900 Chemed Center, 255 East Fifth Street, Cincinnati, OH 45202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200211022 A2 20020207 (WO 0211022)

Application: WO 2001US23216 20010724 (PCT/WO US0123216)

Priority Application: US 2000624272 20000724

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8930

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... entered from a stationary communications device (e.g., a home desktop computer or conventional wired **telephone** ) via a wired connection. This general **consumer profile data** will be **stored** by processing system 6 in **data store** 9. The consumer may modify the general consumer profile data at any time, as desired...

14/3,K/25 (Item 9 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00840311 \*\*Image available\*\*

**SYSTEM AND METHOD FOR STREAMING INTERNET AUDIO AND VIDEO TO A WIRELESS TELEPHONE**

**SYSTEME ET PROCEDE POUR TRANSMISSION EN CONTINU DE SIGNAUX AUDIO ET VIDEO INTERNET A UN TELEPHONE SANS FIL**

Patent Applicant/Assignee:

OPENWAVE TECHNOLOGIES INC, 1400 Seaport Boulevard, Redwood City, CA 94063  
, US, US (Residence), US (Nationality)

Inventor(s):

HARTMAIER Peter J, 12501-197th Court NE, Woodinville, WA 98072, US,  
PIRIE Michael A, 6733 - 218th Avenue NE, Redmond, WA 98053, US,

Legal Representative:

TANNENBAUM David H (et al) (agent), Fulbright & Jaworski, L.L.P., Suite  
2800, 2200 Ross Avenue, Dallas, TX 75201, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200174024 A2-A3 20011004 (WO 0174024)

Application: WO 2001US9985 20010329 (PCT/WO US0109985)

Priority Application: US 2000537827 20000329

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9027

International Patent Class: H04M-003/493 ...

... H04M-007/00

Fulltext Availability:

Detailed Description

Detailed Description

... number. IVR 306 could use the Dialed Number Information' Service (DNIS) information for the incoming **call** to identify the **called** number and the desired service.

Alternatively, **user profiles** indexed by **subscriber telephone** numbers may be **stored** in database 308. IVR 306 could use Automatic Number Identification (ANI) or CLID to determine...

14/3,K/26 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT



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00806389

**SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE  
AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT  
PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS DE  
LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAINE  
D'APPROVISIONNEMENT RESEAUTE**

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,  
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139082 A2 20010531 (WO 0139082)

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

Priority Application: US 99447625 19991122; US 99444889 19991122

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 152479

Main International Patent Class: G06F-017/16

Fulltext Availability:

Detailed Description

Detailed Description

... an extension to the users existing profile information. The custom  
profile allows a user to **store** frequent conference **call participants**  
**information**. The **profile** contains participariCs **telephone** numbers  
(which could be DDD, IDDD, IP Address or Cellular plione number), E-mail  
address...

14/3,K/27 (Item 11 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00806384

**NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND  
METHOD THEREOF**

**GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT  
DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE**

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,

2029 Century Park East, Los Angeles, CA 90067-3024, US,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200139030 A2 20010531 (WO 0139030)  
Application: WO 2000US32324 20001122 (PCT/WO US0032324)  
Priority Application: US 99444775 19991122; US 99447621 19991122  
Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK  
DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR  
TT UA UG UZ VN YU ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 171499

Main International Patent Class: G06F-017/60  
Fulltext Availability:  
Detailed Description

Detailed Description  
... extensi to the users existing profile infori-nation. The custom  
profile allows a user to **store** frequent conferenc4 **call participants**  
**information** . The **profile** contains **participant 's telephone**  
numbers (which could be DDD, IDDD, IP Address or Cellular phone number),  
E-mail address...

14/3,K/28 (Item 12 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00806383  
COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING  
DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT  
AND METHOD THEREOF  
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES  
STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN  
ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET  
PROCEDE ASSOCIE

Patent Applicant/Assignee:  
ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)  
Inventor(s):  
MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,  
Legal Representative:  
HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill  
Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):  
Patent: WO 200139029 A2 20010531 (WO 0139029)  
Application: WO 2000US32309 20001122 (PCT/WO US0032309)  
Priority Application: US 99444655 19991122; US 99444886 19991122  
Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE  
DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL  
TJ TM TR TT TZ UA UG UZ VN YU ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 157840

Main International Patent Class: G06F-017/60  
Fulltext Availability:  
Detailed Description

#### Detailed Description

... uniquely identify each telephone call that traverses the network, thereby uniquely identifying all of the **call records** associated with a specific **telephone call**.

#### An Embodiment

##### **Call Record Format**

An embodiment solves the problem of providing a flexible and expandable call record format...

...also relates to switches of a telecommunication network that generate a unique NCID for each **telephone call** traversing the network. The NCID provides a mechanism for matching all of the **call records** associated with a specific telephone **call**. It would be readily apparent to one skilled in the relevant art to implement a...an extension to the users existing profile information. The custom profile allows a user to **store** frequent conference **call participants information**. The **profile** contains **participant's telephone numbers** (which could be DDD, IDDD, rP Address or Cellular phone number), E-mail address...

14/3,K/29 (Item 13 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00806382

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE**

**PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHE ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHE**

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 1400  
Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139028 A2 20010531 (WO 0139028)

Application: WO 2000US32308 20001122 (PCT/WO US0032308)

Priority Application: US 99444773 19991122; US 99444798 19991122

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ  
DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK  
LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK  
SL TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 170977

Main International Patent Class: G06F-017/60  
Fulltext Availability:  
Detailed Description

Detailed Description

... to the termination point at the terminating switch. Therefore, at any point of a telephone call in the network, the associated NOID identifies the point and time of origin of the telephone call. Each switch through which the telephone call passes records the NCID in the call record associated with the call. The NOD is small enough to fit in a 32-word call record, thereby reducing...an extension to the users existing profile information. The custom profile allows a user to store frequent conference call participants information. The profile contains participant's telephone numbers (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail address...

14/3,K/30 (Item 14 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00796229 \*\*Image available\*\*

HYBRID VERTICAL SALES SYSTEM FOR BRIDGING A GAP BETWEEN THE ONLINE WORLD  
AND PHYSICAL STORES  
SYSTEME DE VENTE VERTICALE HYBRIDE DESTINE A JETER UN PONT ENTRE LE MONDE  
EN LIGNE ET LES MAGASINS PHYSIQUES

Patent Applicant/Assignee:

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Inventor(s):

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MURRAY Joseph B, 33 Chestnut Terrace, Cherry Hill, NJ 08057, US,  
GAYESKI John I, 315 Summer Road, Neshamick Station, NJ 08853, US,

Legal Representative:

BOSWELL MaryJane (agent), Morgan, Lewis & Bockius LLP, 1800 M Street  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200129738 A2-A3 20010426 (WO 0129738)  
Application: WO 2000US29103 20001023 (PCT/WO US0029103)  
Priority Application: US 99421401 19991021

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG  
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7954

Main International Patent Class: G06F-017/60  
Fulltext Availability:

Claims

Claim

... dummy terminal, and an information appliance such as a Personal Data Assistant or a cellular **telephone** .

54 The **consumer** purchase **behavior** analysis system according to claim

39 wherein the **information** regarding physical **stores** contained in the at least one I O merchant network device includes information regarding products...

14/3,K/31 (Item 15 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00790973. \*\*Image available\*\*

**SYSTEM AND METHOD FOR CONTROLLING TELEPHONE SERVICE USING A WIRELESS PERSONAL INFORMATION DEVICE**

**SYSTEME ET PROCEDE DE CONTROLE DE SERVICE TELEPHONIQUE PAR UN DISPOSITIF D'INFORMATION PERSONNELLE SANS FIL**

Patent Applicant/Assignee:

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(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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, US, US (Residence), CH (Nationality), (Designated only for: US)

DEAN Frederick D, 2311 N. Greenview Avenue, Chicago, IL 60614, US, US  
(Residence), US (Nationality), (Designated only for: US)

MAHLER Jerry J, 20 Country Club Drive, #B, Prospect Heights, IL 60070, US  
, US (Residence), US (Nationality), (Designated only for: US)

GRABIEC Jacek A, 5903 W. Wilson, Chicago, IL 60630, US, US (Residence),  
PL (Nationality), (Designated only for: US)

SIDHU Ikhlaz S, 403 River Grove Lane, Vernon Hills, IL 60061, US, US  
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

PEREZ Enrique (agent), McDonnell Boehnen Hulbert & Berghoff, 32nd Floor,  
300 South Wacker Drive, Chicago, IL 60606, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200124501 A1 20010405 (WO 0124501)

Application: WO 2000US26618 20000927 (PCT/WO US0026618)

Priority Application: US 99406321 19990927

Parent Application/Grant:

Related by Continuation to: US 99406321 19990927 (CON)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8572

Main International Patent Class: H04M-007/00

International Patent Class: H04M-003/42

Fulltext Availability:

Detailed Description

Detailed Description

... telephony service provider to give a user control over his/her telephone service. When the **user** is not at his/her **telephone**, the **user** may modify a **profile** of personal **information** stored in the wireless PID 21

14/3,K/32 (Item 16 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784200

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A HIGH SPEED MULTI-TIER COMMUNICATION NETWORK WITH INCREASED EFFICIENCY

SYSTEME, METHODE ET ARTICLE FABRIQUE POUR RESEAU DE COMMUNICATION GRANDE VITESSE A PLUSIEURS NIVEAUX ET A EFFICACITE ACCRUE

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918  
, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,  
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117313 A1 20010308 (WO 0117313)

Application: WO 2000US24155 20000831 (PCT/WO US0024155)

Priority Application: US 99386617 19990831

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK  
DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR  
TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 63185

Main International Patent Class: H04Q-011/04

Fulltext Availability:

Detailed Description

Detailed Description

... an extension to the users existing profile information. The custom profile allows a user to **store** frequent conference **call participants information**. The **profile** contains **participant 's telephone numbers** (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail address...

14/3,K/33 (Item 17 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784181 \*\*Image available\*\*

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR IMPLEMENTING A HYBRID NETWORK

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA MISE EN OEUVRE D'UN RESEAU HYBRIDE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117170 A2-A3 20010308 (WO 0117170)

Application: WO 2000US24270 20000831 (PCT/WO US0024270)

Priority Application: US 99386898 19990831

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 63382

...International Patent Class: H04M-003/22 ...

... H04M-007/00

Fulltext Availability:

Detailed Description

Detailed Description

... an extensio to the users existing profile information. The custom profile allows a user to store frequent conference call participants infon-nation. The profile contains participant 's telephone numbers (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail address...

14/3,K/34 (Item 18 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784180 \*\*Image available\*\*

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A NETWORK-BASED PREDICTIVE FAULT MANAGEMENT SYSTEM

SYSTEME, PROCEDE ET ARTICLE POUR SYSTEME DE GESTION PREVISIONNELLE DES ANOMALIES SUR RESEAU

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037,

Palo Alto, CA 94303-0746, US,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200117169 A2-A3 20010308 (WO 0117169)  
Application: WO 2000US24237 20000831 (PCT/WO US0024237)  
Priority Application: US 99387277 19990831  
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ  
VN YU ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 63137

International Patent Class: H04M-003/22 ...

... H04M-007/00

Fulltext Availability:  
Detailed Description

Detailed Description

... an extension to the users existing profile information. The custom  
profile allows a user to **store** frequent conference **call participants**  
**information**. The **profile** contains **participant 's telephone**  
numbers (which could be DDD, IDDD, IP Address or Cellular phone number),  
E-mail address...

14/3,K/35 (Item 19 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00784159

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR REMOTE DEMONSTRATION OF  
BUSINESS CAPABILITIES IN AN E-COMMERCE ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA DEMONSTRATION A  
DISTANCE DES CAPACITES COMMERCIALES DANS UN ENVIRONNEMENT DE COMMERCE  
ELECTRONIQUE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
(Residence), US (Nationality)

Inventor(s):

BOWMAN AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918  
, US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,  
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116849 A2 20010308 (WO 0116849)  
Application: WO 2000US24272 20000831 (PCT/WO US0024272)  
Priority Application: US 99388026 19990831

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ  
VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Bode Akintola 13-Mar-03



(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 63151

Main International Patent Class: **G06F-017/60**  
Fulltext Availability:  
Detailed Description

Detailed Description

... an extensio to the users existing profile information. The custom profile allows a user to **store** frequent conference **call participants information** . The **profile** contains **participant 's telephone numbers** (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail address...

**14/3,K/36 (Item 20 from file: 349)**  
DIALOG(R)File 349:PCT FULLTEXT  
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00764615 \*\*Image available\*\*

**METHOD IN AN INFORMATION SERVICE FOR A MOBILE PHONE**  
**PROCEDE APPLIQUE DANS UN SERVICE D'INFORMATION ET CONCERNANT UN TELEPHONE**  
**MOBILE**

Patent Applicant/Assignee:

ELISA COMMUNICATIONS OYJ, Korkeavuorenkatu 35 - 37, FIN-00130 Helsinki, FI, FI (Residence), FI (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

ISOTALO Lauri, Kauppakartanonkatu 15 B 19, FIN-00930 Helsinki, FI, FI (Residence), FI (Nationality), (Designated only for: US)

Legal Representative:

SEPPO LAINE OY, Itamerenkatu 3 B, FIN-00180 Helsinki, FI

Patent and Priority Information (Country, Number, Date):

Patent: WO 200078068 A1 20001221 (WO 0078068)  
Application: WO 2000FI528 20000612 (PCT/WO FI0000528)  
Priority Application: FI 991352 19990611

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: Finnish

Fulltext Word Count: 7550

Main International Patent Class: **H04Q-007/22**

Fulltext Availability:

Claims

Claim

... with the customer's mobile terminal subscription (1), is selected on the basis of a **customerspecific information need profile stored**

in said mobile **phone** network operator's system.

6 Method according to any one of claims 1-5, characterized...

14/3,K/37 (Item 21 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00762440 \*\*Image available\*\*

**MONITORING OF INDIVIDUAL INTERNET USAGE**

**SURVEILLANCE DES ACTIVITES INTERNET D'UN UTILISATEUR**

Patent Applicant/Assignee:

NETZERO INC, 2555 Townsgate Road, Westlake Village, CA 91361-2650, US, US  
(Residence), US (Nationality)

Inventor(s):

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WARREN Terry, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

BLASER Shane, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

Legal Representative:

SEREBOFF Steven C (agent), NetZero, Inc., 2555 Townsgate Road, Westlake  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200075850 A2-A3 20001214 (WO 0075850)

Application: WO 2000US6276 20000309 (PCT/WO US0006276)

Priority Application: US 99324747 19990603

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9604

Main International Patent Class: **G06F-017/60**

...International Patent Class: **G06F-011/34**

Fulltext Availability:

Detailed Description

Detailed Description

... is sent from the client monitoring application 110 to the monitoring server 130, which then **stores** the geographic **data** in the **data store** 140d. This geographic **data** can be something simple, like a **phone** number. The **user** preferably provides personal **profile** information on a periodic basis which is **stored** in the **data store** 140g and used by the monitoring server 130. This information consists of (but is not...

14/3,K/38 (Item 22 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00760933 \*\*Image available\*\*

**SYSTEM, METHOD AND DEVICE FOR ROAMING SUBSCRIBER REGISTRATION**  
**SYSTEME, PROCEDE ET DISPOSITIF DE DEPLACEMENT D'ENREGISTREMENT D'ABONNES**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JG, 'S Gravenhage, NL, NL  
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918  
, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box  
52037, Palo Alto, CA 94303-0746, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074397 A1 20001207 (WO 0074397)

Application: WO 2000US15236 20000602 (PCT/WO US0015236)

Priority Application: US 99324984 19990602

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY  
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility  
model) DM DZ EE ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS  
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL  
PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ  
VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 36579

Main International Patent Class: H04Q-003/00

Fulltext Availability:

Detailed Description

Detailed Description

... an extension to the users existing profile information. The custom  
profile allows a user to store frequent conference call participants  
information. The profile contains participant's telephone  
numbers (which could be DDD, IDDD, IP Address or Cellular phone number),  
E-mail address...

14/3,K/39 (Item 23 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00760901 \*\*Image available\*\*

**FAULT MANAGEMENT FOR VIDEO CONFERENCING IN A HYBRID NETWORK**  
**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE PERMETTANT LA GESTION DES INCIDENTS**  
**DE VIDEOCONFERENCES DANS UN RESEAU HYBRIDE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JG 'S Gravenhage, NL, NL  
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918

, US, US (Residence), US (Nationality), (Designated only for: US)  
Legal Representative:  
MACKENZIE Douglas E (agent), Hickman Stephens Coleman & Hughes, LLP, P.O.  
Box 52037, Palo Alto, CA 94303-0746, US,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200074359 A2-A3 20001207 (WO 0074359)  
Application: WO 2000US15392 20000602 (PCT/WO US0015392)  
Priority Application: US 99325101 19990602  
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK  
DM DZ EE ES FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL  
TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 36813

Main International Patent Class: H04M-003/56  
International Patent Class: H04M-003/22  
Fulltext Availability:  
Detailed Description

Detailed Description

... an extension to the users existing profile information. The custom  
profile allows a user to **store** frequent conference **call participants**  
**information**. The **profile** contains **participant's telephone**  
numbers (which could be DDD, IDDD, IP Address or Cellular phone number),  
E-mail address...

14/3,K/40 (Item 24 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00760873 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MANAGING NETWORK DATA IN A  
HYBRID NETWORK ARCHITECTURE**  
**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR LA GESTION DE DONNEES DE  
RESEAU DANS UNE ARCHITECTURE DE RESEAU HYBRIDE**

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, The Hague, NL-2514 JG 'S Gravenhage, NL  
, NL (Residence), NL (Nationality), (For all designated states except:  
US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918  
, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box  
52037, Palo Alto, CA 94303-0746, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074324 A1 20001207 (WO 0074324)

Application: WO 2000US15238 20000602 (PCT/WO US0015238)

Priority Application: US 99324628 19990602

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY  
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility  
model) DM DZ EE ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS  
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL

PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ  
VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 37631

International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... extension to the users existing profile information. The custom profile allows a user to store frequent conference call participants information. The profile contains participant's telephone numbers (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail address...

14/3,K/41 (Item 25 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00750733 \*\*Image available\*\*

**CALL COST MANAGEMENT AND BILLING CONTROL INTEGRATED WITH A MOBILE TELEPHONE  
GESTION DES COUTS D'APPELS ET CONTROLE DE FACTURATION INTEGRES A UN  
TELEPHONE MOBILE**

Patent Applicant/Assignee:

AMIK INC, 10580 S.W. McDonald Street, Suite 202, Tigard, OR 97224, US, US  
(Residence), US (Nationality)

Inventor(s):

COLLETT Gordon C, 2155 N.W. Chrystal Drive, McMinnville, OR 97128, US,  
GALE Gary A, 47665 N.W. Deer Court, Box 5018, Manning, OR 97125, US,

Legal Representative:

ROSENBERG Gerald B (agent), Suite 520, 285 Hamilton Avenue, Palo Alto, CA  
94301, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200064139 A2-A3 20001026 (WO 0064139)

Application: WO 2000US9436 20000406 (PCT/WO US0009436)

Priority Application: US 99293616 19990416

Designated States: AU CA IN MX

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Filing Language: English

Fulltext Word Count: 14816

Main International Patent Class: H04M-015/30

Fulltext Availability:

Claims

Claim

... Transactions Data Into

Database

Select & Enter Information For:

1 Application Provide Edit Data As

2 User Profiles Allowed Under  
3 Phone Directory This User Profile  
4 Billing Accounts & Categories Store to  
5 Phone Setup - Long Di Database  
stance &  
International Dialing, etc.  
Retrieve Call Transaction Data By: SP  
1 All Call Data D Print  
2 Personal Calls R  
Data...

14/3,K/42 (Item 26 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00740851 \*\*Image available\*\*

**DYNAMIC AD TARGETING BY AN INTERNET SERVER**

**CIBLAGE DYNAMIQUE D'ANNONCES PUBLICITAIRES PAR UN SERVEUR INTERNET**

Patent Applicant/Assignee:

NETZERO INC, 2555 Townsgate Road, Westlake Village, CA 91361-2650, US, US  
(Residence), US (Nationality)

Inventor(s):

HAITSUKA Stacy, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

ZEBIAN Marwan, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

MAC KENZIE Harold, NetZero, Inc., 2555 Townsgate Road, Westlake Village,  
CA 91361-2650, US,

BURR Ronald, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

WARREN Terry, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA  
91361-2650, US,

Legal Representative:

SEREBOFF Steven, Arter & Hadden LLP, 5 Park Plaza, Suite 1000, Irvine, CA  
92614-8528, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054201 A2 20000914 (WO 0054201)

Application: WO 2000US6278 20000309 (PCT/WO US0006278)

Priority Application: US 99265512 19990309; US 99324747 19990603

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 11782

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... preferably is sent from the client application 110 to the OSP server 130, which then **stores** the geographic **data** in the **data store** 140d. This geographic **data** can be something simple, like a **phone** number. The **user** preferably provides personal **profile** information on a periodic basis which is **stored** in the **data store** 140g and used by the OSP server 130. This information consists of (but is not...

14/3,K/43 (Item 27 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00739520 \*\*Image available\*\*

**DEVICE AND METHOD FOR TELECOMMUNICATION SYSTEMS**

**DISPOSITIF ET PROCEDE DESTINES A DES SYSTEMES DE TELECOMMUNICATIONS**

Patent Applicant/Assignee:

TELEFONAKTIEBOLAGET LM ERICSSON (publ), S-126 25 Stockholm, SE, SE  
(Residence), SE (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

ANDREASON Tomas, Tyresovagen 2, S-135 61 Tyreso, SE, SE (Residence), SE  
(Nationality), (Designated only for: US)

Legal Representative:

ERICSSON TELECOM AB, IPR Management and Patent Department, S-126 25  
Stockholm, SE

Patent and Priority Information (Country, Number, Date):

Patent: WO 200052908 A2 20000908 (WO 0052908)

Application: WO 2000SE355 20000222 (PCT/WO SE0000355)

Priority Application: SE 99760 19990302

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10253

Main International Patent Class: **H04M**

Fulltext Availability:

Detailed Description

Detailed Description

... the same way as when only one number is forwarded. The telephone numbers can be **stored** as session related or static **information** and the **user profile** can thereby simultaneously contain both **telephone** numbers **stored** as static **information** and telephone numbers **stored** as session related **information**. It is not necessary that the password and the access rights are stored in the...

14/3,K/44 (Item 28 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00732229 \*\*Image available\*\*

**SYSTEM AND METHOD FOR PROVIDING PREPAID ACCESS TO TELEPHONE SERVICE**  
**SYSTEME ET PROCEDE POUR ASSURER UN ACCES PAYE D'AVANCE A DES SERVICES**  
**TELEPHONIQUES**

Patent Applicant/Assignee:

ITARGET COM INC, 3655 Nobel Drive, Suite 470, San Diego, CA 92122, US, US  
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

WEISZ Jonathan, 13550 Highlands Ranch Road, Poway, CA 92064, US, US  
(Residence), US (Nationality), (Designated only for: US)

BLUMENFELD Adam, 3639 Midway Drive, Unit 311, San Diego, CA 92110, US, US  
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

SIKORSKI Edward H, Luce, Forward, Hamilton & Scripps LLP, Suite 2600, 600  
West Broadway, San Diego, CA 92101, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200045585 A1 20000803 (WO 0045585)

Application: WO 2000US2311 20000128 (PCT/WO US0002311)

Priority Application: US 99117717 19990128

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6536

Main International Patent Class: **H04M-017/00**

International Patent Class: **H04M-015/00**

Fulltext Availability:

Detailed Description

Detailed Description

... infon-nation (ProfileXML). The tblProfile table also contains fields  
designated ProfileXML (an XML structure which **records** any **profile**  
**information** associated with a **telephone** service **customer** or member).

A tblVisits table 206 holds a record for tracking each customer or member  
...

**14/3,K/45** (Item 29 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00563456 \*\*Image available\*\*

**CO-ORDINATING APPARATUS**

**DISPOSITIF DE COORDINATION**

Patent Applicant/Assignee:

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,  
AZVINE Behnam,

DJIAN David Philippe,

TSUI Kwok Ching,

WOBCKE Wayne Raymond,

SICHANIE Arash Ghanaie,

Inventor(s):

AZVINE Behnam,



DJIAN David Philippe,  
TSUI Kwok Ching,  
WOBCKE Wayne Raymond,  
SICHANIE Arash Ghanaie,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200026829 A1 20000511 (WO 0026829)  
Application: WO 99GB3606 19991102 (PCT/WO GB9903606)  
Priority Application: EP 98308986 19981103; GB 9824033 19981103; EP  
99306394 19990813  
Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE  
Publication Language: English  
Fulltext Word Count: 21335

Main International Patent Class: G06F-017/60  
International Patent Class: G06F-009/46  
Fulltext Availability:  
Detailed Description

Detailed Description

... assistant 207  
uses the CLI to search a database for the corresponding name of the  
caller .

This database may be either **stored** within the **telephone** assistant or  
within  
a **user profile** , preferably located centrally in the database 247, to  
be  
accessed by the telephone assistant 207...

14/3,K/46 (Item 30 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00563455 \*\*Image available\*\*

**APPARATUS FOR ALLOCATING TIME TO AN EVENT**

**DISPOSITIF PERMETTANT D'ATTRIBUER UNE PLAGE DE TEMPS A UN EVENEMENT**

Patent Applicant/Assignee:

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,  
AZVINE Benham,  
DJIAN David Philippe,  
TSUI Kwok Ching,  
WOBCKE Wayne Raymond,

Inventor(s):

AZVINE Benham,  
DJIAN David Philippe,  
TSUI Kwok Ching,  
WOBCKE Wayne Raymond,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200026828 A1 20000511 (WO 0026828)

Application: WO 99GB3605 19991102 (PCT/WO GB9903605)

Priority Application: EP 98308991 19981103; GB 9824033 19981103

Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

Publication Language: English  
Fulltext Word Count: 22369

Main International Patent Class: G06F-017/60  
Fulltext Availability:

## Detailed Description

### Detailed Description

... assistant 207

uses the CLI to search a database for the corresponding name of the caller .

This database may be either **stored** within the **telephone** assistant or within

a **user profile** , preferably located centrally in the database 247, to be

accessed by the telephone assistant 207...

**14/3,K/47 (Item 31 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00563454 \*\*Image available\*\*

### APPARATUS FOR PROCESSING COMMUNICATIONS

### SYSTEME DE TRAITEMENT DE COMMUNICATIONS

Patent Applicant/Assignee:

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,

AZVINE Benham,

DJIAN David Philippe,

TSUI Kwok Ching,

WOBCKE Wayne Raymond,

Inventor(s):

AZVINE Benham,

DJIAN David Philippe,

TSUI Kwok Ching,

WOBCKE Wayne Raymond,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200026827 A1 20000511 (WO 0026827)

Application: WO 99GB3603 19991102 (PCT/WO GB9903603)

Priority Application: EP 98308990 19981103; GB 9824033 19981103

Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU

MC NL PT SE

Publication Language: English

Fulltext Word Count: 21256

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

### Detailed Description

... assistant 207

uses the CLI to search a database for the corresponding name of the caller .

This database may be either **stored** within the **telephone** assistant or within

a **user profile** , preferably located centrally in the database 247, to be

accessed by the telephone assistant 207...

**14/3,K/48 (Item 32 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00562192      \*\*Image available\*\*

**APPARATUS FOR IDENTIFYING USER ACTIVITIES**

**INSTALLATION PERMETTANT D'IDENTIFIER LES ACTIVITES D'UN UTILISATEUR**

Patent Applicant/Assignee:

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,  
AZVINE Behnam,  
DJIAN David,  
TSUI Kwok Ching,  
WOBCKE Wayne Raymond,

Inventor(s):

AZVINE Behnam,  
DJIAN David,  
TSUI Kwok Ching,  
WOBCKE Wayne Raymond,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200025565 A2 20000511 (WO 0025565)

Application: WO 99GB3624 19991102 (PCT/WO GB9903624)

Priority Application: EP 98308989 19981103; GB 9824033 19981103

Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

Publication Language: English

Fulltext Word Count: 21480

Main International Patent Class: **G06F-003/00**

International Patent Class: **G06F-003/023 ...**

**... G06F-003/033 ...**

**... G06F-011/34**

Fulltext Availability:

Detailed Description

Detailed Description

... assistant 207

uses the CLI to search a database for the corresponding name of the  
**caller** .

This database may be either **stored** within the **telephone** assistant or  
within  
a **user profile** , preferably located centrally in the database 247, to  
be  
accessed by the telephone assistant 207...

**14/3,K/49      (Item 33 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00514335      \*\*Image available\*\*

**ENHANCED SYSTEM FOR TRANSFERRING, STORING AND USING SIGNALLING INFORMATION  
IN A SWITCHED TELEPHONE NETWORK**

**AMELIORATIONS APORTEES A UN SYSTEME PERMETTANT DE TRANSFERER, DE MEMORISER  
ET D'UTILISER UNE INFORMATION DE SIGNALISATION DANS UN RESEAU  
TELEPHONIQUE COMMUTE**

Patent Applicant/Assignee:

YABLON Jay R,

Inventor(s):

YABLON Jay R,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9945687 A1 19990910  
Application: WO 98US4024 19980302 (PCT/WO US9804024)  
Priority Application: WO 98US4024 19980302  
Designated States: AL AM AT AT AU AZ BA BB BG BR BY CA CH CN CU CZ CZ DE DE  
DK DK EE EE ES FI FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK  
LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SK SL  
TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG  
KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ  
CF CG CI CM GA GN ML MR NE SN TD TG  
Publication Language: English  
Fulltext Word Count: 24643

Main International Patent Class: H04M-001/27  
International Patent Class: H04M-003/52  
Fulltext Availability:  
Detailed Description

Detailed Description

... a pager, or a finite time period), a command received from the  
keyboard, or the **caller** ID information associated with a **call** fitting  
a particular **userdefined profile**, and **stores** in the **phone** memory  
an emitted telephone number which can subsequently be used to perform a  
memory

14/3,K/50 (Item 34 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00503263 \*\*Image available\*\*

**A METHOD OF AND A SYSTEM FOR DELIVERING CALLS TO PLURAL SERVICE PROVIDER  
DOMAINS**  
**PROCEDE ET SYSTEME PERMETTANT D'ENVOYER DES APPELS A PLUSIEURS DOMAINES DE  
FOURNISSEURS DE SERVICES**

Patent Applicant/Assignee:  
TELEFONAKTIEBOLAGET LM ERICSSON (publ),  
KLOSTERMANN Lucas,

Inventor(s):  
KLOSTERMANN Lucas,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9934615 A1 19990708  
Application: WO 98EP8570 19981221 (PCT/WO EP9808570)  
Priority Application: EP 97204100 19971224

Designated States: AL AM AT AT AU AZ BA BB BG BR BY CA CH CN CU CZ CZ DE DE  
DK DK EE EE ES FI FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ  
LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK  
SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ  
BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT  
SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English  
Fulltext Word Count: 4331

Main International Patent Class: H04Q-003/00  
Fulltext Availability:  
Detailed Description

Detailed Description

... appl i cati on 2,280,334 di scl oses a method  
of invoking a **telephone user profile** in connection with a **user**  
initiated

routing of a call . User service profile information is stored in all the switches of a telephone network, using an intermediate central computer.

Besides excessive...

14/3,K/51 (Item 35 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00459177 \*\*Image available\*\*

SYSTEM AND METHOD FOR AUTOMATED LEAD GENERATION AND CLIENT CONTACT MANAGEMENT FOR A SALES AND MARKETING PLATFORM

SYSTEME ET PROCEDE POUR ETABLISSEMENT AUTOMATIQUE D'INDICES ET GESTION AUTOMATIQUE DES CONTACTS CLIENT DANS UNE PLATE-FORME DE VENTE ET DE MARKETING

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,

Inventor(s):

ROOT Randal William,  
KRUEGER Alvin Herman,  
PIEPER Bruce Roger,  
BINGHAM David Wayne,  
GOLDBERG Victor Alan,  
LIPSCOMB George Michael,  
DE LOLLIIS Anthony J,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9849641 A1 19981105

Application: WO 98US6721 19980403 (PCT/WO US9806721)

Priority Application: US 97845915 19970429

Designated States: AU CA JP MX AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 11451

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... the CLR 108 and constructs formatted lead records using the client data provided by the data shipping process 174. Formatted lead records may include some or all of the following data: client names, telephone numbers, addresses, contact history , TM/DM centers II 8 assignment, and other information pertinent to the marketing campaign. The...

14/3,K/52 (Item 36 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00459176 \*\*Image available\*\*

CLIENT PROFILE MANAGEMENT WITHIN A MARKETING SYSTEM

GESTION DE PROFIL CLIENT DANS UN SYSTEME DE MERCATIQUE

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,

Inventor(s):

WILKINSON Roger Dean,

SCOTT Rob,  
LA RUE Lisa Goehring,  
ZELTNER Dan,  
SMYTH Larry,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9849640 A1 19981105

Application: WO 98US6448 19980401 (PCT/WO US9806448)

Priority Application: US 97845920 19970429

Designated States: AU CA JP MX AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE

Publication Language: English

Fulltext Word Count: 6991

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... database.

The database stores client profiles for the marketing contact such that each client profile **stores information** regarding a **client**. A second **client profile** for a second **client** at the given **telephone** number is also stored in the database. The database has an index for accessing the...

Claim

... of

providing a database for storing client profiles for marketing contact wherein each client profile **stored information** regarding a **client**; **storing** a first **client profile** for a first **client** at a given **telephone** number in the database; storing a second client profile for a second client at the...

14/3,K/53 (Item 37 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00456834 \*\*Image available\*\*

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY COMMUNICATION**

**SYSTEME PROCEDE ET ARTICLE CONCU POUR LES COMMUNICATIONS TELEPHONIQUES PAR RESEAU COMMUTE**

Patent Applicant/Assignee:

MCI WORLDCOM INC,

Inventor(s):

ZEY David A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9847298 A2 19981022

Application: WO 98US7927 19980415 (PCT/WO US9807927)

Priority Application: US 97835789 19970415; US 97834320 19970415

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN  
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW  
GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK  
ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN  
TD TG

Publication Language: English  
Fulltext Word Count: 156638  
Main International Patent Class: H04M-003/42  
International Patent Class: H04M-007/00 ...

... H04Q-003/00 ...

... H04M-003/30

Fulltext Availability:  
Detailed Description

Detailed Description

... and routes the voice call to a specific Agent.

The Agents are built with sophisticated **call** processing software. The Agent gathers all the relevant information from the **Calling** Party including the

**telephone** number of the **Called** Party. The Agent then communicates with the database servers with a set of database lookup...

14/3,K/54 (Item 38 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00451657 \*\*Image available\*\*

**CUSTOMER PROFILE BASED TELEPHONE CARD BILLING**  
**FACTURATION PAR CARTE TELEPHONIQUE EN FONCTION DU PROFIL CLIENT**

Patent Applicant/Assignee:

AT & T CORP,

Inventor(s):

JAGADISH Hosagrahar V,

MUMICK Inderpal S,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9842121 A1 19980924

Application: WO 98US2928 19980211 (PCT/WO US9802928)

Priority Application: US 97821352 19970320

Designated States: CA JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT  
SE

Publication Language: English

Fulltext Word Count: 4529

Main International Patent Class: H04M-015/00

Fulltext Availability:

Detailed Description

Detailed Description

... the billing parameters contained in profile 166, to the rated call to produce a priced **call** value (step 206).

AMA **record** 160c, which relates to a **call** placed using a **customer** 's prepaid **telephone** card, is cross-referenced to **customer** **profile** 168 (in the embodiment of customer profile database 164), which relates to the customer. Once...

14/3,K/55 (Item 39 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00448317      \*\*Image available\*\*

**CALL-FORWARDING SYSTEM USING ADAPTIVE MODEL OF USER BEHAVIOR**  
**SYSTEME DE RENVOI AUTOMATIQUE D'APPELS UTILISANT UN MODELE ADAPTATIF DE**  
**COMPORTEMENT D'UTILISATEUR**

Patent Applicant/Assignee:

NORTHERN TELECOM LIMITED,

WILL Craig Alexander,

Inventor(s):

WILL Craig Alexander,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9838781 A1 19980903

Application: WO 98US3626 19980225 (PCT/WO US9803626)

Priority Application: US 97806861 19970226

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE

CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML

MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 8563

Main International Patent Class: H04M-003/42

Fulltext Availability:

Detailed Description

Detailed Description

... to determine indications that the subscriber is located at the site  
corresponding to a particular **telephone** number.

The model of the **subscriber** 's **behavior** may be trained with data  
indicating previous **calls** connecting a **caller** successfully with the  
subscriber at each of the **stored** telephone numbers.

Brief Description of the Drawings

The accompanying drawings, which are incorporated in and...

14/3,K/56      (Item 40 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2003 WIPO/Univentio. All rts. reserv.

00443927

**A COMMUNICATION SYSTEM ARCHITECTURE**

**ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

Patent Applicant/Assignee:

MCI WORLDCOM INC,

EASTEP Guido M,

LITZENBERGER Paul R,

OREBAUGH Shannon R,

ELLIOTT Isaac K,

STELLE Rick,

SCHRAGE Bruce,

BAXTER Craig A,

ATKINSON Wesley,

KNOSTMAN Chuck,

CHEN Bing,

VANDERSLUIS Kristan,

Inventor(s):

EASTEP Guido M,



LITZENBERGER Paul R,  
OREBAUGH Shannon R,  
ELLIOTT Isaac K,  
STELLE Rick,  
SCHRAGE Bruce,  
BAXTER Craig A,  
ATKINSON Wesley,  
KNOSTMAN Chuck,  
CHEN Bing,  
VANDERSLUIS Kristan,  
JUN Fang DI,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806  
Application: WO 98US1868 19980203 (PCT/WO US9801868)  
Priority Application: US 97794555 19970203; US 97794114 19970203; US  
97794689 19970203; US 97807130 19970210; US 97798208 19970210; US  
97795270 19970210; US 97797964 19970210; US 97800243 19970210; US  
97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US  
UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE  
CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML  
MR NE SN TD TG

Publication Language: English  
Fulltext Word Count: 156226

Main International Patent Class: H04M-007/00

International Patent Class: H04M-003/48 ...

Fulltext Availability:  
Detailed Description

Detailed Description

... of database lookup requests. The database lookup requests include  
queries on the type of the **call**, **call** validation based on the  
**telephone** numbers of both the **calling** and the **called** parties and  
also **call** restrictions, if any, including call blocking restrictions  
based on the  
called or calling party's...

14/3,K/57 (Item 41 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00428969 \*\*Image available\*\*

**METHOD AND APPARATUS FOR IDENTIFYING TYPE OF CALL**

**PROCEDE ET DISPOSITIF D'IDENTIFICATION DU TYPE D'APPEL**

Patent Applicant/Assignee:

ERICSSON INC,

Inventor(s):

WU Woddy,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9819433 A2 19980507  
Application: WO 97US18908 19971022 (PCT/WO US9718908)  
Priority Application: US 96740161 19961028

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK  
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU  
ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES  
FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD

TG  
Publication Language: English  
Fulltext Word Count: 5195

Main International Patent Class: H04M-003/38  
International Patent Class: H04M-03:50 ...

... H04Q-03:72 ...

... H04Q-03:00

Fulltext Availability:  
Detailed Description

Detailed Description  
... subscriber feature.

More specifically, and in the embodiment of Figure 1, store 48 maintains a **subscriber profile** for each of the **telephone service subscribers** served by local switch 10. Within the subscriber profiles of **store 48**, **information** is **stored** which specifies whether the telephone service subscriber is also a subscriber to call type identification...

14/3,K/58 (Item 42 from file: 349)  
DIALOG(R) File 349:PCT FULLTEXT  
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00425585 \*\*Image available\*\*

VOICE-DIALING SYSTEM USING MODEL OF CALLING BEHAVIOR  
SYSTEME DE COMPOSITION EN VOCAL A L'AIDE D'UN MODELE DE COMPORTEMENT  
D'APPEL

Patent Applicant/Assignee:  
NORTHERN TELECOM LIMITED,  
WILL Craig Alexander,  
Inventor(s):

WILL Craig Alexander,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9816048 A1 19980416

Application: WO 97US17623 19971006 (PCT/WO US9717623)

Priority Application: US 96726604 19961007; US 97942201 19971001

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK

MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU

ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES

FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD

TG

Publication Language: English

Fulltext Word Count: 15868

Main International Patent Class: H04M-001/27

Fulltext Availability:  
Claims

Claim

... representing a name corresponding to a  
desired telephone number;  
predicting a likelihood of the user **calling** telephone numbers based on  
a  
model of the **user 's calling behavior** ; and

determining the desired **telephone** number according to the predicted likelihood of the user **calling** the telephone number corresponding to **stored** names that most closely match the voice input.

72 Voice-dialing apparatus, comprising:  
a receiver...

14/3,K/59 (Item 43 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00392678 \*\*Image available\*\*

**PERSONAL COMMUNICATIONS INTERNETWORKING**  
**INTERCONNEXION DE RESEAUX DE COMMUNICATIONS PERSONNELLES**

Patent Applicant/Assignee:

BELL COMMUNICATIONS RESEARCH INC,

Inventor(s):

PEPE David Matthew,  
BLITZER Lisa B,  
BROCKMAN James Joseph,  
CRUZ William,  
HAKIM Dwight Omar,  
KRAMER Michael,  
PETR Dawn Diane,  
RAMAROSON Josefa,  
RAMIREZ Gerardo,  
WANG Yang-Wei,  
WHITE Robert G,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9733421 A1 19970912

Application: WO 96US3064 19960306 (PCT/WO US9603064)

Priority Application: WO 96US3064 19960306

Designated States: AU CN KR MX SG

Publication Language: English

Fulltext Word Count: 18370

Main International Patent Class: H04M-003/42

Fulltext Availability:

Detailed Description

Detailed Description

... the user or delays in receiving data from an external system, the call processor 220 **stores** the information in the CCDB database 228 and processes other **calls** .

When a **subscriber** desires to update his or her **subscriber profile** using a touch tone **phone** , the procedure is as follows. The subscriber **calls** , for example, a service number provided by the service provider. The call is routed to...

14/3,K/60 (Item 44 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00390730 \*\*Image available\*\*

**DISTRIBUTED SERVICE MANAGEMENT SYSTEM AND METHOD FOR PERSONAL COMMUNICATION SERVICES**

**SYSTEME REPARTI DE GESTION DE SERVICES ET METHODE POUR FOURNIR DES SERVICES**

**DE COMMUNICATIONS PERSONNELLES**

Patent Applicant/Assignee:

BELL COMMUNICATIONS RESEARCH INC,

Inventor(s):

CHENG Wang Jean,

CHENG Lee-Tin,

COCHINWALA Munir,

LEE Kuo-Chu,

LIU Cheng-Chung,

WISE Thomas Lloyd,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9731473 A1 19970828

Application: WO 96US2478 19960223 (PCT/WO US9602478)

Priority Application: WO 96US2478 19960223

Designated States: AU CN KR MX SG

Publication Language: English

Fulltext Word Count: 7756

Main International Patent Class: H04M-003/42

Fulltext Availability:

Detailed Description

Detailed Description

... for

participant agents at the other service management  
systems 410, 310, 210 to delete this **customer profile**  
**record**. Upon deletion, the home local **telephone**  
company deactivates the **call** forwarding service and  
deletes the HLR from the service control point or  
25

The service...

**14/3,K/61 (Item 45 from file: 349)**

DIALOG(R) File 349: PCT FULLTEXT

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00344642

**SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS  
PROTECTION**

**SYSTEMES ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION  
ELECTRONIQUE DES DROITS**

Patent Applicant/Assignee:

ELECTRONIC PUBLISHING RESOURCES INC,

Inventor(s):

GINTER Karl L,

SHEAR Victor H,

SPAHN Francis J,

VAN WIE David M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9627155 A2 19960906

Application: WO 96US2303 19960213 (PCT/WO US9602303)

Priority Application: US 95388107 19950213

Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB

GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL

PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AZ BY

KG KZ RU TJ TM AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF

CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 207972

Main International Patent Class: G06F-001/00  
International Patent Class: G06F-17:60  
Fulltext Availability:  
Detailed Description

Detailed Description

... a clearinghouse (e.g. billing information) in a way  
that does not convey confidential, personal **information** regarding  
detailed usage **behavior** .

A further feature of VDE provided by the present invention  
is that creators, distributors, and...

14/3,K/62 (Item 46 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00335650 \*\*Image available\*\*

COMPUTER SYSTEM FOR MANAGING CLIENT FINANCIAL ACCOUNTS WITH OVERDRAFT  
PROTECTION

SYSTEME INFORMATIQUE POUR LA GESTION DE COMPTES FINANCIER DE CLIENT AVEC  
UNE PROTECTION CONTRE LE DECOUVERT

Patent Applicant/Assignee:

PROPRIETARY FINANCIAL PRODUCTS INC,

Inventor(s):

ATKINS Charles A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9618162 A1 19960613

Application: WO 95US15922 19951204 (PCT/WO US9515922)

Priority Application: US 94442 19941206

Designated States: AL AM AU BB BG BR BY CA CN CZ EE FI GE HU IS JP KG KP KR  
KZ LK LR LS LT LV MD MG MK MN MX NO NZ PL RO RU SG SI SK TJ TM TT UA UZ  
VN KE LS MW SD SZ UG AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF  
BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 37555

Main International Patent Class: G06F-019/00  
Fulltext Availability:  
Claims

Claim

... system status reports.

117. The computer-based system of claim 116  
wherein said table for **storing** general and personal  
**information** about the **client** comprises **client** name,  
**client** address, **client** telephone number and **client** credit  
**history** .

118. The computer-based system of claim 116  
wherein said table for storing asset account...

14/3,K/63 (Item 47 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00323990

DISTRIBUTED SERVICE MANAGEMENT SYSTEM AND METHOD FOR PERSONAL COMMUNICATION  
SERVICES

**SYSTEME REPARTI DE GESTION DE SERVICES ET PROCEDE POUR DES SERVICES DE COMMUNICATIONS PERSONNELLES**

Patent Applicant/Assignee:

BELL COMMUNICATIONS RESEARCH INC,

Inventor(s):

CHENG Wang Jean,

CHENG Lee-Tin,

COCHINWALA Munir,

LIU Cheng-Chung,

WISE Thomas Lloyd,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9606498 A1 19960229

Application: WO 95US10499 19950817 (PCT/WO US9510499)

Priority Application: US 94294461 19940823

Designated States: CA JP AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 8158

Main International Patent Class: H04M-003/42

Fulltext Availability:

Detailed Description

Detailed Description

... for

participant agents at the other service management systems 410, 310, 210 to delete this **customer profile record**. Upon deletion, the home local **telephone** company deactivates the **call** forwarding service and deletes the HLR from the service control point or

25

SUBSTITUTE SHEET...

14/3,K/64 (Item 48 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00307942 \*\*Image available\*\*

**PCS POCKET PHONE/MICROCELL COMMUNICATION OVER-AIR PROTOCOL**

**PROTOCOLE HERTZIEN DE COMMUNICATIONS PAR TELEPHONE DE POCHE OU A SYSTEME MICRO-CELLULAIRE**

Patent Applicant/Assignee:

OMNIPOINT CORPORATION,

Inventor(s):

ANDERSON Gary B,

JENSEN Ryan N,

PETCH Bryan K,

PETERSON Peter O,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9526094 A1 19950928

Application: WO 95US3500 19950320 (PCT/WO US9503500)

Priority Application: US 94215306 19940321; US 94284053 19940801

Designated States: CA JP KR AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 85526

Main International Patent Class: H04M-011/00

International Patent Class: H04Q-07:20

Fulltext Availability:

Detailed Description

#### Detailed Description

... in one aspect a simple and flexible over-air protocol for use with a mobile **telephone** system, such as a Personal Communication System (PCS) with hand-held **telephones** in a cellular communication system. A preferred embodiment is adapted to "pocket phones", i.e...